

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

BHARAT HEAVY ELECTRICALS LIMITED- TIRUCHIRAPPALLI-620 014

WORKS CONTRACTS MANAGEMENT

NOTICE INVITING e-TENDER

PART-I (TECHNO COMMERCIAL BID)

1.	Tender Ref No:	94722 00008/31.01.2022
2.	Tender Type	Open Tender-Two Part (e-Tender)
3.	Name of work	OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.
4.	Location of work	BHEL Trichy and BHEL TransitFlat, Ashoknagar Chennai (Tamil Nadu)
5.	Period of contract	Twelve (12) months from the date of award of contract.
6.	Earnest Money Deposit	EMD for Schedule-1 (ROCKFORT & KAILAS) ₹1,63,200/- EMD for Schedule-2 (TRANSIT FLAT AT CHENNAI) ₹62,400/- Total EMD for Schedule-1 & 2 - ₹2,25,600/- (i.e. if vendor wants to apply for both schedules, they have to remit 2,25,600/-) (EMD for vendor quoting for more than one schedule will be algebraic sum of EMD corresponding to schedule for which vendor opts to quote.) EMD will be waived off for MSE vendors on submission of valid documentary proof. (EMD shall be paid preferably in the NEFT form (Ref. Annex-A2 and the SBIEcollect receipt shall be uploaded), EMD taken other than NEFT mode, should be forwarded in original, physically/couriered to WCM office/24 BLDG III Floor, on or before tender submission deadline. The scanned copy of the same should be uploaded in eProcurement site.
7.	Tender Document details	Technical bid pages from 1 to 121
8.	Mode for submission of offer	No physical submission of tender. Tender only to be submitted electronically by logging to e-Procurement portal i.e. https://eprocurebhel.co.in/
9.	Contact details for queries related to tender	Shri Thiagarajan V, Dy. Manager / WCM; 0431 257 1727; e-mail: thiyaguvj@bhel.in Shri Dineshwar Pahan, Dy Engineer /WCM 0431-257 4564; e-mail: dineshwar@bhel.in
9.1	Contact details for queries related to scope of work	Shri C Balaji/ DM / C&PR 0431-2578251, EMAIL: balaji.c@bhel.in Shri Raghu Warriar/ AE / C&PR 0431-2577445 /2571241 EMAIL: raghuwarrior@bhel.in
10.	Last Date for Receipt of Tender	10.02.2022/10:30 Hrs.
11.	Date of Techno Commercial Bid Opening	10.02.2022/12:30 Hrs.
12.	MSE benefits if applicable	Applicable

We, the tenderer, have gone through all the pages of tender document and accept the Terms and Conditions.

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A: Contractor Profile

1.	Name of the Enterprise/ Company/ Firm.	To be filled in e-procurement portal
1.1.	Status of the Enterprise/ Company/ Firm.	To be filled in e-procurement portal
1.2	Regd. Address of Enterprise/ Company/ Firm	To be filled in e-procurement portal
1.3	If offer is addressed from different address, as above, the same may specified,	To be filled in e-procurement portal
2	Details of documentary evidence submitted in support of Status of the Enterprise/ Company/ Firm.	Details to be filled and documentary evidence to be uploaded in e-procurement portal
Following documents to be uploaded in EPS portal based on status of Enterprise/ Company/ Firm.		
2.1	Sole Proprietorship	PAN/GST registration
2.2	Partnership	Registered Partnership Deed, PAN Copy of the firm. Also, PAN copy of all partners be furnished
2.3	Private Limited Company / Public Limited Company / Public Sector / Govt. Org	Certificate of Registration/Memorandum of Association & Articles of Association
3.	Landline/Mobile number(s)	To be filled in e-procurement portal
4.	E-mail Address	To be filled in e-procurement portal
5.	Name, Designation and Contact details of person signing the Tender (In case of authorized signatory, the copy of Power of Attorney (POA) should be uploaded as per Annexure-A4)	To be filled in e-procurement portal

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6.	BHEL- Trichy Vendor Code: (If vendor code is not available, kindly Submit the original NEFT/RTGS Format duly filled and signed as per Annexure-A3 along with cancelled cheque leaf)	To be filled in e-procurement portal
7.	EPF Registration (No. & Date) (Copy of EPF Registration to be uploaded)	Details to be filled and documentary evidence to be uploaded in e-procurement portal
8.	ESI Registration (No. & Date) (Copy of ESI Registration to be uploaded)	Details to be filled and documentary evidence to be uploaded in e-procurement portal
9.	MSE registration details (if applicable) Udyam Registration.	Details to be filled and documentary evidence to be uploaded in e-procurement portal
10.	Labour License (As applicable) (Copy of Labour license to be uploaded)	Details to be filled and documentary evidence to be uploaded in e-procurement portal

Note:

- Vendors not having EPF, ESI Reg. no. and Labour license shall immediately get registered after award of work to comply with statutory requirements.**
- If vendor fails to get EPF, ESI Reg. no. and Labour license before start of work, EMD/SD shall be forfeited and penal action shall be taken as per extant rules of BHEL.**

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B: Qualifying Criteria:

Sl. No.	Qualifying Criteria	DETAILS
A	Schedule wise EMD: Schedule-1: CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY FOR ONE YEAR DURING 2022-23: Rs. 1,63,200/- Schedule-2: CATERING AND HOUSEKEEPING SERVICES FOR BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23: Rs. 62,400/- EMD for vendors quoting for more than one schedule shall be algebraic sum of EMD corresponding to schedule for which vendor opts to quote. (i.e. if vendor wants to apply for both schedules, they have to remit 2,25,600/-) (Offer without EMD will be Rejected) EMD IS WAIVED OFF FOR MSE VENDORS ON SUBMISSION OF <u>VALID DOCUMENTS</u> (UDYAM regn/ UAM or EM II with CA certificate or NSIC as detailed in instructions.) (NEFT is the preferred mode of payment for EMD) EMD may be submitted in following ways: i) Electronic fund transfer credited in BHEL account (Before Tender Opening). (Refer Annexure–A2 for making EMD payment through SBI-ECollect). ii) In the form of Cash deposit (Done before tender opening) / Bankers Cheque / Pay order / DD / FDR (Along with offer) drawn in favour of BHEL - Trichy, payable at Trichy issued by Scheduled Bank / Nationalized bank / Consortium banks. EMD in any other form (One Time EMD, BG for full value of EMD etc.) is not acceptable.	NEFT/RTGS PAYMENT DETAILS: OR DD/ FDR / PAY ORDER DETAILS: (Details to be filled and documentary evidence to be uploaded in e-procurement portal)
B	Financial soundness: For Schedule-1 ROCKFORT & KAILAS GUEST HOUSE: Average annual financial turnover of ₹24.00 lakhs during any 3 consecutive financial years of FY 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21. For Schedule-2: BHEL TRANSIT FLAT AT CHENNAI Average annual financial turnover of ₹9.00 lakhs during any 3 consecutive financial years of FY 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21. Qualifying turnover value for vendors quoting for both schedules shall be maximum of qualifying value among the two schedule, (which happens to be that of Schedule 1)	Details to be filled and documentary evidence to be uploaded in eProcurement portal

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C	For Schedule-1 & 2: Income tax return acknowledgement (ITR), Balance sheet and Profit & Loss statement certified by Chartered accountant (with Membership No.) for any 3 consecutive financial years of FY 2016-17, 2017-18, 2018-19, 2019-20 and 2020-21.	Details to be filled and documentary evidence to be uploaded in eProcurement portal
D	Work Experience: For Schedule-1: - ROCKFORT & KAILAS GUEST HOUSE During the last 7 years, i.e. since 01-01-2015 to 31-12-2021 should have Experience of Execution of work as per scope of work or similar works related to Housekeeping and Catering in any Central / State Govt. / PSU / Private company Guest house or Transit flats. a) Three similar works for a value of ₹32.00 lakhs each (or) b) Two similar works for a value of ₹40.00 lakhs each (or) c) One similar work for a value of ₹65.00 lakhs. For Schedule-2: - BHEL TRANSIT FLAT AT CHENNAI During the last 7 years, i.e. since 01-01-2015 to 31-12-2021 should have Experience of Execution of work as per scope of work or similar works related to Housekeeping and Catering in any Central / State Govt. / PSU / Private company Guest house or Transit flats. a) Three similar works for a value of ₹12.00 lakhs each (or) b) Two similar works for a value of ₹15.00 lakhs each (or) c) One similar work for a value of ₹24.00 lakhs. Qualifying value for work experience of vendors quoting for both schedules shall be maximum of qualifying value among the two schedules (which happens to be that of Schedule 1) (Experience proof from BHEL shall contain work order copies and experience proof from other than BHEL shall contain work order copies along with Form 26AS/TDS certificate / bank statement for payment from the organisation for the work executed).	
F	Income Tax Registration (PAN) , GST Regn. No. (Copy of PAN, GST to be uploaded, Declaration to be attached if Vendor is Exempted from paying GST. For such exempted vendor, Vendor cannot claim GST from BHEL, during the execution of the contract (if awarded) even if their status under GST changes to regular tax payer).	
G	Vendor shall have valid FSSAI food business License/ registration (Documentary evidence to be uploaded)	
H	Acceptance to Scope of work and General Terms and conditions of Contract. (Duly signed and sealed copy of Tender document to be uploaded and Accepted by bidder)	
I	“No deviation & Declaration certificate” on bidder’s Letter head as per enclosed Annexure-A1 of tender document (Duly signed and sealed copy to be uploaded)	

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J	Applicable GST % against the scope of work (To be confirmed). GST % confirmed during technical evaluation will be final for arriving Netcash outflow to BHEL.	
K	Details of Schedules of BOQ / Price bid for which vendor has submitted offer.	Sch. No.1 ROCKFORT & KAILAS GUEST HOUSE: ☐ Quoted / ☐ Not Quoted Sch. No.2: BHEL TRANSIT FLAT AT CHENNAI ☐ Quoted / ☐ Not Quoted
	Note: 1. Bidders are requested to submit only the documents required to meet the pre-qualification criteria as per tender. Documents not relevant to tender pre-qualification criteria / tender shall not be enclosed along with the offer. 2. Digitally signed/ Self-attested copy of all the documents should be uploaded along with Tender, if at any stage, the document(s) submitted by Contractor is / are found incorrect / false / fake, then necessary action will be taken by BHEL against Contractor viz., legal, Contractual, BHEL Policy / Procedural Actions in whatsoever manner as deemed fit.	

- As there are two schedules (packages), the work will be awarded based on schedule wise L1.
- Vendors shall carefully choose for which schedules they would like to participate.
- Vendors can choose to bid for Schedule 1 ROCKFORT & KAILAS GUEST HOUSE or Schedule 2 BHEL TRANSIT FLAT AT CHENNAI or for both schedules.
- In case of any disparity the choice of schedule shall be based on Choice exercised by bidder in NIC while submitting his bid and EMD submitted, which will be confirmed by BHEL during technical evaluation and BHEL decision in this regard shall be final and binding on the bidder
- Illustration for eligibility criteria:

Case 1; If a vendor A, wants to quote for both schedules, and he furnishes EMD of 2,25,600/-.

He chooses both schedules online,

After evaluation, if his average financial turnover is Rs 30 lakhs, and if he possesses work experience of one work of Rs 55 lakhs.

As per PQR, the vendor is qualified for schedule 2 only

Case 2; If a vendor B, wants to quote for schedule 2 alone, he furnishes EMD of 62,400/-.

Chooses Schedule No.2 online,

After evaluation, if his average financial turnover is Rs 10 lakhs, and if he possesses work experience of one work of Rs 25 lakhs.

As per PQR, the vendor is qualified for schedule 2 only

(Note: Please upload only relevant documents related to the tender on the NIC website.)

INSTRUCTIONS TO THE TENDERERS

- 1. Tender only to be submitted electronically by logging to e-Procurement portal <https://eprocurebhel.co.in/>. Physical submission of tender shall not be accepted.**
- 2. EMD should be submitted as per Part-I (Technical Bid) Qualifying Criteria. Techno-commercial bid will be considered only, if the EMD is valid. EMD in any other form and tender without EMD will be summarily rejected. EMD indicated in the tender may or may not, reflect any specified percentage on value of work. Hence vendors are advised to offer their quote cautiously while submitting their bid, without any presumption.**
- 3. EMD may be submitted in the form of (i) Cash deposit under the extent Income Tax Act (before Tender opening) or (ii) Electronic Fund Transfer credited in BHEL account (before Tender opening) or (iii) Bankers Cheque/Pay order/Demand Draft (DD) in favour of BHEL Trichy or (iv) Fixed Deposit Receipt (FDR) issued by schedule banks/ Public Financial Institutions as defined in the Companies Act (FDR should be in the name of the Contractor, a/c BHEL and affix one rupee (Rs.1/-) revenue stamp & sign on back side of FDR, In case, the same discharged FDR submitting second time as EMD “A Lien-Confirmation letter” issued from Bank must be submitted along with FDR). For vendors who are unsuccessful in the tender, who submitted FDR, it will be returned in person only.**
- 4. In case of offline payments, the hardcopies of EMD documents i.e. DD/FDR submitted to WCM office/24 Building 3rd Floor, BHEL, Trichy before tender opening and the soft-copies to be uploaded at the time of online bid submission.**
- 5. Bidder should arrange for the EMD as specified in the tender. The original EMD should be posted/couriered/given in person in a sealed cover **super scribing “Name of Work” “Enquiry number & date”** to the Tender Inviting Authority, within the bid submission date and time for the tender.**
- 6. Any deviation to this tender terms & conditions, and schedules of this tender will lead to total rejection of the offer submitted.**
- 7. Tenderer who have been suspended or black listed or issued with “Show Cause Notice” by BHEL, Tiruchirappalli -620014 or any other unit or GOI will not be allowed to participate in the tender, and bidder should declare the same in the tender. Even during the course of evaluation/ finalization of tender if it is found that some of the parties are black listed/ barred from business transaction/ under business hold, BHEL will not consider them for further participation in the tender.**
- 8. Should a tenderer find discrepancies or omissions in the tender documents, or should there be any doubt as to their meaning, he should at once address the authority inviting the tender, for clarification well before the due date, so as to submit his tender in time. No extension of time shall be given for submission of the tender on any account.**
- 9. Amount should be quoted as per the Work schedule (Price bid/Part –II). Amount quoted in any other form will not be accepted, and will be rejected.**
- 10. The tender must be signed digitally / physically by Partner/ Director of the Firm or by the person holding the Power of Attorney on behalf of the Firm concerned. In the latter case, a copy of Power of Attorney, duly attested by a Notary Public must accompany the tender (As per annexure-A4)**
- 11. If a tenderer deliberately gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, the BHEL will reject such tender at any stage.**
- 12. Words imparting singular number shall be deemed to include plural number and vice-versa where the context so requires.**
- 13. Canvassing in any form in connection with tenders is strictly prohibited and the tenders submitted by the Contractors who resort to canvassing will be liable for rejection.**
- 14. Should a Tenderer's or a Contractor's or in the case of a firm or company of contractors/any of its shareholder's or shareholder's relative is employed in BHEL, the authority inviting the tenders shall be informed in writing of this fact at the time of submission of the tender, failing which the tender may be disqualified, or if such fact subsequently comes to light, the contract may be cancelled.**

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15. The tender schedule, and the tender shall be deemed to form an integral part of the contract to be entered into for this work.
16. Tenderer shall sign the tender documents for having accepted the conditions and upload in e-procurement portal.
17. Tender can be cancelled at any stage due to unavoidable circumstances.
18. Kindly ensure that the total size of the scanned documents to be uploaded remains minimum. If required, documents may be scanned at lower resolutions say at 150 dpi. However, it shall be sole responsibility of bidder that the uploaded documents remain legible.
19. If there is a discrepancy between words and figures quoted by bidder, the amount/rate in words shall prevail. If there is such discrepancy in an offer, the same shall be conveyed to the bidder with target date upto which the bidder has to send his acceptance on the above lines and if the bidder does not agree to the decision of the purchaser, the bid is liable to be ignored.

20. CRITERIA FOR AWARD OF WORK:

Evaluation of the offer shall be done on "Net Cash outflow to BHEL after taking into account applicable Taxes and Duties "and (package wise) L1 basis. The L1 position based on the quoted values (subject to calculations) **INCLUDING** applicable Goods & Services tax (GST), will not necessarily mean L1 for a vendor, but the net liability to BHEL, after considering the Goods & Services tax (GST) criteria for all the vendors who had participated in the tender. In case of exemption from the payment of Goods & Services tax (GST), the vendor has to submit a declaration along with the tender. For such exempted vendor, Vendor cannot claim GST from BHEL, during the execution of the contract (if awarded) even if their status under GST changes to regular tax payer. **The Evaluation currency for this tender shall be INR.**

Payment of BHEL additional wages for the contract workers engaged by the Contractors has been discontinued. The same may be noted by all bidders.

21. If the contractor back outs after opening of tender, the contractor is liable for forfeiture of the EMD paid.
22. BHEL reserves the right to increase or decrease the tendered quantity.
23. BHEL does not guarantee ordering of any minimum quantity.
24. Income Tax deduction at source as applicable in the IT Act from time to time will be made on the value of the bills in the absence of Income Tax Exemption Certificate from the concerned IT officer.
25. All the Statutory Obligations such as ESI, PF, Labour Acts, Factories Act, Goods & Services tax (GST), etc. will have to be taken care of by the vendor. BHEL will have no liability on them. Notwithstanding the above, if any demand notice is served by the concerned Statutory Authorities for recovery of any of their dues on BHEL, the same would be paid to the statutory authorities without notice to the vendor and recovered as a due from any pending / future bills.
26. In case contract is not executed by vendor after award and acceptance of contract, BHEL may exercise the right to forfeit EMD, Security Deposit / BG of such contractors and also suitable action will be taken by BHEL on those Contractors as deemed fit.
27. BHEL reserves the right to reject the tender, if it contains any tampering to the tender documents submitted by the bidder, at any stage.
28. The labours engaged under this contract cannot be deployed in any other work. Violation of this rule will be viewed seriously.
29. BHEL reserves the right to cancel the tender or reject the lowest or any tender in full or in part without assigning any reasons whatsoever.
30. In order to ensure compliance to Minimum Wage payment to all workmen entering the BHEL premises, the entry of manpower shall be regulated based on the awarded value and the prevailing minimum wages.
31. Other than the bidder, none of its group concerns or affiliates etc. are participating in the tender either directly or indirectly through any other agency under same proprietor / common director(s) / common partner(s). The bidder should declare the same in the Tender. Even during the course of evaluation /finalization of Tender/ at any stage, if it is found that some of the parties are not fulfilling the above clauses, BHEL will not consider them for further participation in the Tender/ reject such

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tender/contract and all the bids of a bidder who has submitted multiple bids, as per the above clause, shall be rejected.

32. MSE VENDORS (MICRO & SMALL ENTERPRISES):

- MSE benefits for (Micro and Small Enterprises only) vendors can be availed by submitting
 - UDYAM REGISTRATION OR
 - UAM along with CA Certificate (as given below) issued for financial year ending on 31st March 2020 or later. (or)
 - EM-II with deemed validity of five years from the date of issue of EM-II as on date of technical bid opening.
 - EM-II along with latest CA certificate (as per Annexure-II of this tender document) issued for financial year ending on 31st March 2020 or later where deemed validity of five years is expired. (or) ○ Valid NSIC registration certificate as on date of technical bid opening. (or) ○ Valid Registration to any other body as specified by ministry of MSME, GOI.
- EMD is waived off for MSE (Micro and Small Enterprises only) vendor by submitting **Udyam Registration for** availing MSE benefits vendors shall submit copy of MSE regn certificate UDYAM regn/ UAM or EM II with CA certificate as specified
- If non-MSE vendor is L1, participating MSE quoting price within price band of L1+15% shall be counter-offered L1 rate(s). If the MSE vendor(s) accepts the counter-offered L1 rate(s), then as the contract cannot be split, the full/complete supply of total tendered value shall be awarded to MSE.
- The preference to the MSEs will be given in order of their ranking L1, L2, L3 etc.,
- Date to be reckoned for determining the deemed validity will be the date of bid opening (Part 1 in case of two part bid). Non submission of such documents will lead to consideration of their bid at par with other bidders. No benefit shall be applicable for this enquiry if any deficiency in the above required documents are not submitted before price bid opening. If the tender is to be submitted through eProcurement portal, then the above required documents are to be uploaded on the portal.
- Documents should be notarized or attested by a Gazetted officer.
- However, credentials of all MSE suppliers will be verified before considering the intended benefits for MSE suppliers at the time of tender evaluation.
- The MSEs who have applied for registration or renewal of registration with any of the above agencies/bodies, but have not obtained the valid certificate as on closing date of the tender, are not eligible for exemption/preference.

Certificate by Chartered Accountant on letter head

This is to Certify that M/S (Here in after referred to as 'company') having its registered office at is registered under MSMED Act 2006, (Entrepreneur Memorandum No. (Part – II) Dtd:, Category: (Micro/Small). (Copy enclosed).

Further Verified from the Books of Accounts that the investment of the company as per the latest audited financial year..... As per MSMED Act 2006 is as follows:

1. For Manufacturing Enterprises: Investment in plant and machinery (i.e. original cost excluding land and building and the items specified by the Ministry of Small Scale Industries vide its notification No. S.O.1722 (E) dated October 5, 2006: Rs.....Lacs.
2. For Service Enterprises: Investment in equipment (original cost excluding land and building and furniture, fittings and other items not directly related to the service rendered or as may be notified under MSMED Act, 2006: Rs...Lac. (Strike off whichever is not applicable)

The above investment of Rs.Lacs is within permissible limit of Rs.Lacs for..... Micro / Small (Strike off whichever is not applicable) Category under MSMED Act 2006.

Or

The company has been graduated from its original category (Micro/Small) (Strike off whichever is not applicable) and the date of graduation of such enterprise from its original category is (dd/mm/yyyy) which is within the period of 3 years from the date of graduation of such enterprise from its original category as notified vide S.O. No. 3322€ dated 01.11.2013 published in the gazette notification dated 04.11.2013 by Ministry of MSME.

Date:

(Signature)

Name –

Membership Number – Seal of Chartered Accountant.

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IMPORTANT POINTS TO BE TAKEN CARE OF WHILE SUBMITTING OFFER:

- a) Should a Tenderer find discrepancies or omissions in the Tender documents or should there any doubt as to their meaning, he should at once address the authority inviting the Tender, for clarification well before the due date, so as to submit his Tender in time. (No extension of time shall be given for submission of the Tender on any account) Every Endeavour is made to avoid any error which can materially affect the basis of the tender but the successful tenderer shall take upon himself to provide for the risk of any error which may be subsequently by discovered and shall make no subsequent claim on account thereof.
- b) Conditional, unwitnessed, late Tenders, Tenders containing prima-facie absurd rates and amounts, Tenders which are incomplete or otherwise considered defective and Tenders not in accordance with the Tender conditions herein contained and the Tenders not in original **ARE LIABLE TO BE REJECTED**
- c) Vendors are advised to get themselves acquainted with the site conditions, the scope / work details before submitting the offer.
- d) The contractor shall quote only the lowest possible amount, inclusive of all taxes (Goods & Service Tax which will be paid by BHEL extra as applicable) that can be offered for the intended quantity.
- e) If a Tenderer deliberately gives wrong information in his Tender or creates conditions favourable for the acceptance of his Tender, BHEL will REJECT SUCH TENDER AT ANY STAGE.
- f) Words imparting singular number shall be deemed to include plural number and vice-versa where the context so requires.
- g) Canvassing in any form in connection with Tenders is strictly prohibited and the Tenders submitted by the Contractors who resort to canvassing will be liable for rejection. The Tender schedule and the Tender shall be deemed to form an integral part of the Contract to be entered into for this work.
- h) Late and Delayed Tenders will be summarily rejected and under no circumstances it will be considered and accepted.
- i) All corrigenda/addenda/amendments/time extensions/clarifications, etc. to the tender will be hosted on BHEL & Govt. Tenders websites only (i.e. <http://www.bhel.com>, & <https://eprocure.gov.in>) and will not be published in any other media. Bidders should regularly visit above website(s) to keep themselves updated.
- j) BHEL may reject the bid or in case the contract has been awarded, then terminate the contract apart from taking any other suitable action under the contract or applicable legal provisions or BHEL guidelines including Guidelines for suspension of Business Dealings, without any liability for any compensation to the bidder if, BHEL discovers at any time that any statement made by the bidder in the affidavit cum undertaking is false, fraudulent or Any document submitted by the bidder was fake and forged Or If BHEL determines in the sole discretion that any statement was aimed at deliberately misleading BHEL with a view to ensure award of the subject contract to the bidder.
- k) The contractor shall follow norms of BHEL security system for movement of men & materials within the complex including biometric system.
- l) The workmen to be deployed by the contractor shall adhere to the safety / security rules and regulations of the Company and any person who is found to be violating the security / safety rules of the company shall be replaced immediately at the cost of the contractor.
- m) The contractor shall strictly adhere to various labour laws in force.
- n) The decision of In-charge for this contract shall be final and binding on the contractor regarding clarification of items of works.
- o) Lowest prices received against BHEL tenders need not be the technically acceptable one, and in that case, BHEL reserves the right not to consider the same.
- p) BHEL would negotiate or re-float the Tender opened if L1 price is not the acceptable price to them inter alia other reasons. Tenderers shall not increase their quoted rates in case BHEL, negotiates for reduction of rates. Such negotiation shall not amount to cancellation or withdrawal of the original offer.
- q) In all matters of disputes, the decision of the General Manager, BHEL, Tiruchirappalli-14 shall be final and binding on the Contractor.
- r) Water, Electrical energy, compressed air required for the work will be provided by BHEL at free of cost at the locations wherever possible. BHEL does not accept any liability whatsoever for non-supply, delay

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in supply or failure of supply of same. Contractor shall ensure that there is no wastage of same, otherwise supply of above is liable to be stopped at contractor's risk and cost. The contractor shall make leak proof / fire proof shed and provide control panel board of required capacity and lay the required electrical cables at their own cost for further distribution.

- s) Care should be taken to ensure only correct bid for the corresponding enquiry is placed in appropriate cover super scribing the same, failing which the bid will be liable for rejection.
 - t) No bidder shall be allowed to use any electronic gadgets viz., mobile phones, tablets etc during tender opening/ or at any other meeting with BHEL for the purpose of this tender, which if found would be liable for rejection of their bid.
-
- 1) The amount offered shall provide for the complete cost towards labour, ALL TAXES, consumables, tools, plants & machinery, transport, supervision, profits & overheads, and all other incidentals, etc. complete. However, if the GST applicable for this contract, will be reimbursed on production of valid documentary proof for having paid the GST by them.
 - 2) The works contract to be entered into with the successful tenderer will be governed by BHEL General Conditions of Contract in force.
 - 3) The tenderer shall carry out health performance test at his cost for all the workmen engaged in the work through a registered medical practitioner and produce certificate on demand.
 - 4) The contractor has to make his own arrangements to provide refreshment for the workmen deployed by him.
 - 5) If any of the workers employed by the contractor is found to indulge in acts subversive of discipline, the same will be brought to the knowledge of the contractor and he shall arrange for replacement of such personnel.
 - 6) Contractor/Authorized representative must be present at site to supervise the activities on day-to-day basis and for giving necessary instructions regarding the work to be carried out.
 - 7) All the consumables, Tools & Plants used in the work shall be of approved quality and will be subject to periodical inspection by BHEL officials.
 - 8) The contractor has to carry-out the work in production shops without affecting the day to-day production activities.
 - 9) The contractor should record the entry of all machineries / materials at the security gate while bringing in for work.
 - 10) Statement of completed works with detailed certified measurements along with material consumption statement shall be submitted by the contractor in the last week of every month for processing their bill.
 - 11) Contractor's materials and tools & plant shall have to be brought inside the factory with proper invoice / voucher and make necessary entry in the Security gate. They should maintain proper record for materials, tools & plants, etc., brought inside the factory complex.
 - 12) Works shall be carried out as per relevant IS standards and rules adhering to necessary safety precautions.
 - 13) The contractor should extend fullest co-operation with the third party agencies engaged, if any by BHEL to adhere the Quality Control Procedures ensuring quality.
 - 14) **The labour engaged under this contract cannot be deployed in any other works. Violation of this rule will be viewed seriously.**
 - 15) No contract labour will be allowed to enter into BHEL premises without PPEs (i.e. Safety Shoes etc.)
 - 16) **GST will be charged on the forfeited EMD/SD amount from the bidder at the applicable rates. GST tax Invoice will be issued to the vendor on receipt/recovery of GST amount from the vendor.**

17) Signing the Tender:

The Tender shall be signed by the Authorized Signatory Only. Authorized signatory shall be the person holding 'power of attorney' on behalf of the firm / company / bidder-concerned authorized / empowered to act on behalf for the specific purpose.

Authorized signatory should have Power of Autonomy issued by MD or Board of Directors or authorized person for this purpose for quoting Tender and all procedures connected with, till finalization and execution of the Contract.

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In case the Bidder is a Partnership Firm under Partnership Act, the Tender shall be signed by all the Partners of the firm or by the Managing Partner who have Signature and Seal of the Contractor authorized to do so or by a person holding the Power of Attorney on behalf of the Partnership Firm.

A copy of the Partnership Deed and / or a copy of the Power of Attorney, Self-attested shall accompany the Proprietor or Partner of the Company.

BHEL will not be bound by any other Power of Attorney granted or the change in the composition of the firm made, subsequent to the execution of the Contract agreement. They may however recognize such Power of Attorney or change in status after obtaining legal advice and the cost involved in that connection shall be chargeable to the bidder concerned.

If tenderer expires after the submission of his tender or after the acceptance of his tender the BHEL may, at their discretion, cancels such tender. If a partner of a firm expires after submission of tender or after the acceptance of the Tender, BHEL may cancel such Tender at their discretion unless the firm retain its character. The works executed in the own name of the tenderer only will be considered for eligibility criteria.

- 18) Expenses incurred by bidder towards preparation of bid incidental to tender irrespective of whether it is accepted or not, shall be borne by vendor only.
- 19) The offers of the tenderer / bidders who are on the banned list and also the offer of the bidders, who engage the services of the banned firms, shall be rejected. The list of banned firms is available on BHEL web site (www.bhel.com → Tender Notification → List of Banned Firms).
- 20) The Parties who have been suspended or black listed or issued with “Show Cause Notice” by BHEL Trichy14 or any other BHEL Unit will not be allowed to participate in the Tender and the bidder should declare the same in the Tender. Even during the course of evaluation / finalization of Tender if it is found that some of the parties are black listed / barred from business transactions / under business hold, BHEL will not consider them for further participation in the Tender.
- 21) Similarly, the offers of the bidders who are suspended (under hold/ delist) for business dealings by BHEL shall not be considered. Please note that lifting/ restoration of suspension (Ban/Hold/ De-list) of business dealing is not automatic after expiry of specified suspension period. Hence, vendor shall be considered as suspended for business till suspension is lifted by BHEL in writing on specific request of the vendor as per extant guidelines.
- 22) The contractor should extend full co-operation to the other contractors who may be doing other works in the same areas to enable them to execute their portions of work without any delay or difficulty.
- 23) Contractor has to ensure that the employees deployed in the premises of BHEL are physically and mentally fit and do not have any criminal record. Such employees should possess requisite skill, experience etc. acceptable to concerned department.
- 24) Contractors are advised that contract labours must be employed without any discrimination on caste or creed or religion or gender basis.
- 25) The contractor shall submit police verification certificate in respect of the persons, engaged for first time by the contractor, for delivering services.
- 26) The contractor by submitting the tender undertakes that, they had never been found guilty by a court of law in India for any offence in involving fraud, dishonesty and moral turpitude. If at a later date, if it comes to the notice of BHEL about any such occurrences on the subject bidder, BHEL will have every right to reject the offer of such vendors at any point of time.
- 27) The Contractor shall ensure that his workmen movement is restricted to their relevant work areas only & shall vacate the premises after the shift is over.
- 28) If a tender provides relaxation for vendors, and if a vendor fails to submit supporting documents, they will be treated at par with other vendors or their bid would be liable for rejection, wherever as the case may be.
- 29) In order to avoid unforeseen delay, it is advised that, any correspondence by vendor to BHEL shall be emailed to all the addressees instead of one individual, as mentioned in tender. The correspondence through email wherever sought by BHEL shall be replied with all the addressees in ‘cc’ of the mail. Any instances arising out of such non-adherence and subsequent claim by vendor, will not be entertained by BHEL. Vendor shall furnish valid email id’s in the tender and regularly verify the same.
- 30) The tenderer/Bidder or any of his authorized personnel or agents will be granted permission by the BHEL to enter upon its premises and lands for the purpose of site visit. However, the bidder shall undertake that he, his personnel, and agents will be responsible against all liability in respect thereof, including

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death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.

- 31) In general, Bidders shall themselves obtain all necessary information. A Bidder shall be deemed to have full knowledge of the Site, whether he inspects it or not and no extra claims due to any misunderstanding or otherwise shall be allowed. The cost of visiting the Site shall be at the Bidders' own expense.
- 32) The Bidder, at his own responsibility and risk & cost, is encouraged to visit, inspect and survey the Site and its surroundings and satisfy himself before submitting his bid as to the form and nature of the Site, the means of access to the Site, the accommodation he may require, etc.
- 33) BHEL, at its discretion, may extend the duration of contract, beyond initial contract duration, subject to satisfactory performance and mutual consent.

34) BENEFITS TO STARTUPS:

Start-up companies will be provided benefits and relaxation as per the latest government norms. For availing start-up benefits, relevant certificates issued by Department for Promotion of Industry and Internal Trade shall be submitted along with the tender.

35) Preference to Make in India:

For this procurement, the local content to categorize a supplier as a Class I local supplier/ Class II local Supplier/ Non Local supplier and purchase preference to Class I local supplier, is as defined in Public Procurement (Preference to Make in India), Order 2017 dated 04.06.2020 issued by DPIIT. In case of subsequent orders issued by the nodal ministry, changing the definition of local content for the items of the NIT, the same shall be applicable even if issued after issue of this NIT, but before opening of Part-II bids against this NIT.

- 36) The Bidder declares that they will not enter into any illegal or undisclosed agreement or understanding, whether formal or informal with other Bidder(s). 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.

In case, the Bidder is found having indulged in above activities, suitable action shall be taken by BHEL as per extant policies/ guidelines.

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SCOPE OF WORK AND TECHNICAL TERMS & CONDITIONS

(A) SCHEDULE-1:

1. **NAME OF WORK:** CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY FOR ONE YEAR DURING 2022-23.

Outsourcing guest house operations including catering and housekeeping for Rockfort House at BHEL Tiruchirappalli for a period of one year likely from 18.02.2022 (with provision for deferred start/partial operation of Kailas House, if required at any time during the above one-year contract period, on pro-rata basis).

2. **LOCATION & DETAILS OF GUEST HOUSES**

IMPORTANT

Bidders are advised to inspect both guest houses before quoting. For obtaining permission, contact 0431-2577782 at least one working day prior to visit.

2.1 ROCKFORT HOUSE

Address and Location	Rockfort House BHEL Kamarajapuram Township Tiruchirappalli-620014 Tamilnadu
Contact no.	0431-2520816
Number of rooms	48 rooms (air-conditioned) <u>Ground Floor</u> Single-bed (6 Nos), Twin-bed (16 Nos), Four-bedded (2 Nos) <u>First Floor</u> Single-bed (6 Nos), Twin-bed (16 Nos), Four-bedded (2 Nos)
Total number of beds	92
Dining halls	2
Kitchen	2
Lounge	4
Office Room	2
Store Rooms	2

2.2 KAILAS HOUSE (If required during contract period)

Address and Location	Kailas House BHEL Kailasapuram Township Tiruchirappalli-620014 Tamilnadu
Contact no.	0431-2553485
Number of rooms	27 rooms (air-conditioned) <u>Ground Floor</u> Single-bed (9 Nos), Twin-bed (3 Nos), Three-bed (1 No) <u>First Floor</u> Single-bed (10 Nos), Twin-bed (3 Nos), Three-bed (1 No)
Total number of beds	37
Dining halls	2
Kitchen	2
Lounge	1
Office/Store	2

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3. BILL OF QUANTITIES (BOQ)

3.1 MINIMUM MANPOWER (To be provided on all days including Sundays and holidays. BHEL at its discretion can reduce or increase the minimum number of manpower required as per operational requirements.)

3.1.1 Rockfort House -

Description	Category	A-Shift (6 a.m. to 2 p.m.)	B-Shift (2 p.m. to 10 p.m.)	C-Shift (10 p.m. to 6 a.m.)	General Shift (8 a.m. to 4.30 p.m.)	Pax (No. of persons)
Supervisor	Supervisor	1	1			2
Receptionist	USW	1	1	1		3
Cook / Asst Cook	Skilled	2	1			3
Service	USW	2	1			3
Housekeeping	USW	2	2			4
Total pax per day						15

3.1.2 Kailas House (Only if operated during contract period)

Description	Category	A-Shift (6 a.m. to 2 p.m.)	B-Shift (2 p.m. to 10 p.m.)	C-Shift (10 p.m. to 6 a.m.)	General Shift (8 a.m. to 4.30 p.m.)	Pax (No. of persons)
Supervisor	Supervisor	1	1			2
Receptionist	USW	1	1	1		3
Cook / Asst Cook	Skilled	1	1		1	3
Service	USW	1	1			2
Housekeeping	USW	1	1			2
Total pax per day						12

3.2 HOUSEKEEPING CONSUMABLES

Sl. No	Item	Unit	Rockfort House Qty per annum (Will be included for tender evaluation)	Kailas House Qty per annum (unit rates applicable on deferred start/partial operation at a later date)
(1)	(2)	(3)	(4)	(5)
1	Bleaching Powder	Kg	70	50
2	Exo powder / Equivalent with ISI mark	Kg	180	156
3	Phenol / Equivalent with ISI mark	Ltr	96	108
4	Soap oil / Equivalent with ISI mark	Ltr	96	60
5	Perfume liquid for floor cleaning / Equivalent with ISI mark	Ltr	12	24
6	Sanitary colour cubes for urinal	No	Nil	720
7	Naphthalene balls	Kg	12	12
8	Toilet cleaning acid / Equivalent with ISI mark	Ltr	12	24
9	Dettol	Ltr	12	12
10	Mop threads	Set	96	48
11	Flower brooms	No	108	60
12	Coconut brooms	No	84	12

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13	Sundry Brush	No	Nil	24
14	Cobweb Remover	No	12	12
15	Muthu brush (Closet cleaning brush)	No	48	36
16	Nylon scrubber	No	72	48
17	Harpic/Domex (Toilet cleaner)	Ltr	24	12
18	Colin (Glass cleaner)	Ltr	12	12
19	Silvo (Chrome bath fittings cleaner)	Ltr	3	3
20	Odonil/Wonder Fresh / Deo-n-Fresh (Air Freshener)	No	600	360
21	Dettol Handwash	Ltr	60	60
22	Cloth Duster	No	100	50

3.3 GUEST AMENITIES (Brands as specified in Para 4.5.5)

Sl.No	Item (Brands as specified in Para 4.5.5)	Unit	Rockfort House Qty per annum (Will be included for tender evaluation)	Kailas House Qty per annum (unit rates applicable on deferred start/partial operation at a later date)
(1)	(2)	(3)	(4)	(5)
1	Toothpaste	No	4,032	2,268
2	Toothbrush	No	4,032	2,268
3	Hair Oil	No	4,032	2,268
4	Soap	No	4,032	2,268
5	Shampoo	No	4,032	2,268
6	Comb	No	4,032	2,268
7	Talcum Powder	No	4,032	2,268

3.4 HOUSE LINEN LAUNDRY

Sl.No	Item	Unit	Qty per annum Rockfort House – (Will be included in tender evaluation)	Qty per annum Kailas House - (unit rates applicable on deferred start/partial operation at a later date)
(1)	(2)	(3)	(4)	(5)
1	Big Item (Double/Single Bedsheet - Colour/White, Bath Towel)	No	16,128	9,072
2	Small Item (Pillow Cover, Towel Hand)	No	8,064	4,536
3	Blanket/Curtain	No	576	324

3.5 CATERING SERVICES

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Sl.No	Item (as per menu specified in Para 4.4.27)	Unit	Qty per annum (Rockfort House) - Will be included in tender evaluation	Qty per annum (Kailas House)
(1)	(2)	(3)	(4)	(5)
1	Veg Breakfast as per menu	No	6,000	2,500
2	Packed Breakfast as per menu	No	25	25
3	Veg Lunch/Dinner as per menu	No	7,000	4,250
4	Packed Veg Lunch/Dinner as per menu	No	25	25
5	Continental Lunch/Dinner as per menu	No	150	75
6	Coffee/Tea/Milk (180 ml)	No	5,000	2,750
7	Non-veg Side Dish as per menu	No	750	300
8	Fresh Fruit Juice (180 ml) as per menu	No	50	25
9	Corn Flakes with milk and sugar	No	100	50
10	2 eggs omelette/scrambled	No	1,000	325
11	2 Bread slices with butter and Jam	No	100	25
12	Pot Tea/Coffee, Pot Milk (2 Cups)	No	25	25
13	Fruit Salad (50 gms)	No	150	25
14	Sweets (40 gms)	No	50	25
15	Vada/Bonda/Snacks	No	50	50

4. SCOPE OF WORK

4.1 MINIMUM MANPOWER

- 4.1.1 Successful contractor will commence operations only in Rockfort House from the date of start of contract specified in the PO.
- 4.1.2 BHEL at its discretion can reduce or increase the number of manpower required as per operational requirements. Minimum staff to be deployed at Rockfort house on all days will be as indicated in BOQ.
- 4.1.3 Start date of Kailas House operations, if required, will be finalised later and may not be operated during the entire contract period. Kailas House operations are to be started by the contractor only on specific instructions in writing by BHEL based on operational and administrative requirements. Minimum staff to be deployed at Kailas house, if operated, will be as indicated in BOQ subject to increase or decrease in minimum number depending on BHEL or operational requirements.
- 4.1.4 In the event of start of Kailas House operations, contractor has to deposit additional SD amount payable within the specified days as intimated by BHEL.
- 4.1.5 In the event of start of Kailas House operations, contractor has to deploy workmen within 15 days after intimation by BHEL failing which pro-rata deduction of fixed monthly service charges towards cost of manpower and penalty of Rs. 500/- (Rupees Five hundred only) per person per day for shortfall in minimum manpower specified in writing by BHEL.
- 4.1.6 On start of Kailas House operations, the unit rates of food services, Guest amenities, Housekeeping consumables and House linen laundry services will be same as approved for Rockfort House.
- 4.1.7 BHEL reserves the right for suspension or cancellation of Guest house operations in total or partially with prior intimation to the contractor as per operational requirements.
- 4.1.8 Daily manpower deployment and utilization will be as per need / requirement of BHEL and based on occupancy level and as per instructions of authorised BHEL official. BHEL at its discretion would reduce or increase the number of manpower required, as per Operational requirements.
- 4.1.9 Each contract personnel are eligible for statutory provisions viz. paid Weekly Off, National holidays and Earned Leave (EL) etc. The contractor should keep adequate reserve staff to maintain manpower as instructed in each category, in any 24 hours (3 shift) period.

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- 4.1.9.1 For any reduction in manpower below the minimum specified / instructed by authorised BHEL official, in any 24 hours (3 shift) period, pro-rata deduction will be made from the bill for fixed monthly service charge for providing manpower in addition to penalty of Rs. 500/- (Rupees Five hundred only) per person per day below the minimum.

4.2 GENERAL ADMINISTRATION

- 4.2.1 Guest Occupancy Register provided by BHEL should be kept safely. As soon as the guest check-in necessary entries should be obtained.
- 4.2.2 Biometric attendance for contractor's staff on duty in each shift on all days of the year including Sundays and holidays to be sent through email on daily basis to the designated BHEL officials before 10 a.m. Biometric device to be provided by the contractor.
- 4.2.3 In addition to the biometric attendance, register should be maintained for recording the attendance of the contractor's staff in which signatures should be obtained from staff on duty in each shift on all days of the year including Sundays and holidays. BHEL will be the sole administrator for any changes to be made in biometric attendance.
- 4.2.3.1 For failure to maintain biometric attendance and attendance register for staff on duty, penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to pro-rata deduction of fixed charges towards providing manpower as applicable.
- 4.2.4 Daily Boarding Charts to be sent to BHEL with details (1) Guest Register No (2) Date (3) Room Number (4) Name of the primary guest (5) Number of accompanying family members (6) Details of Tea / coffee, Breakfast, Lunch / Dinner, snacks etc. served. (7) Value of the bill and bill number etc. in Microsoft Excel format (Format subject to change as per instructions from BHEL designated official) should reach BHEL through email before 10 a.m. every day including Sundays and holidays in addition to the Daily Boarding Charts maintained in respective Guest Houses without over writing.
- 4.2.4.1 Non-maintenance of proper records or non-submission of daily / weekly / monthly reports related to operations, inventory, maintenance, cash collection, occupancy, boarding, Guest amenities provided to guests, House linen sent to the laundry, daily stock and consumption of Housekeeping consumables etc. as required by BHEL within the specified deadlines, will also attract penalty of Rs. 250/- (Rupees One thousand only) for every instance and deducted from monthly fixed charges.
- 4.2.5 A file should be maintained in the Guest house office for preserving the Room Reservation Slips / Booking Chart sent from designated BHEL authorities.
- 4.2.5.1 For non-maintenance of file in the Guest house office for preserving the Room Reservation Slips / Booking Chart sent from designated BHEL authorities a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.6 An Asset Register should be maintained by the Contractor to ensure safe custody of company's properties which will be subject to periodic verification by BHEL. Contractor should assume full responsibility for maintaining all movable properties of BHEL located inside the Guest House. Monthly inventory statement is to be submitted along with the monthly bills without fail.
- 4.2.6.1 For non-availability or non-maintenance of asset register a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.7 Contractor is liable for replacement or repair of the company's properties at his own cost failing which repair or replacement cost incurred by BHEL will be deducted from the monthly bills submitted by the contractor.
- 4.2.8 Contractor should maintain a suggestion book and complaints book for comments on services by Guests and adverse comments if any should immediately be brought to the notice of the designated BHEL official in charge of the Guest Houses.

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- 4.2.8.1 For non-availability of suggestion book or complaint register and discouraging guests from registering complaints instructions a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.9 Periodical review of Complaints Book will be done and if contractor or his staff is found responsible for deficiency in services / behaviour, suitable action will be taken by the company and partial / full security deposit shall be forfeited.
- 4.2.10 Contractor should ensure that the Feedback Form and Guest Amenities Form (ANNEXURE – G) (both formats are subject to change and as specified by BHEL and provided by the contractor) is kept in all guest rooms and pointed out to guest on check-in and collected back duly filled-in and signed by the guest.
- 4.2.10.1 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per guest will be levied for failure to collect duly filled-in and signed Feedback forms and Guest Amenities Forms. The Feedback forms and Guest Amenities Forms so collected are to be submitted to BHEL weekly failing which penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day for first instance and Rs. 500/- per day for subsequent instance will be levied and deducted from monthly fixed charges.
- 4.2.11 In addition to other daily / weekly / monthly / periodic reports / boarding charts / daily menu, etc. specified by BHEL, Contractor should submit daily reports in Microsoft Excel format (Format subject to change as per instructions from BHEL designated official) through email before 10 a.m. every day including Sundays and holidays for food and any other extra / Miscellaneous expenditure incurred towards Company's Guests including nil reports wherever applicable.
- 4.2.11.1 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied for non-submission of extra / Miscellaneous expenditure incurred towards Company's Guests including nil reports and deducted from monthly fixed charges.
- 4.2.12 Contractor should perform all catering and housekeeping 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 BHEL's own procedures and instructions. Contractor should perform the service to the satisfaction of BHEL and if any shortcoming is found, rectify the same as instructed by BHEL.
- 4.2.12.1 For noncompliance of instructions by BHEL designated official or reasonable requests of guests that are not against BHEL's standing instructions a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.13 Should BHEL find that the service provided by the Contractor is deficient and does not meet the requisite standards, BHEL reserves the right to deduct penalty as deemed fit for deficiency in service. However, BHEL will give the Contractor reasonable opportunity for rectification after pointing out the deficiency, before resorting to reduction.
- 4.2.14 Hygiene Standards: Contractor must ensure the health and hygiene of the workers employed by him and ensure periodical medical check-up as per the norms of the Factories Act 1948 and OHSAS norms.
- 4.2.14.1 Inappropriate personal hygiene of contractor's employees or deployment of a sick person on duty will lead to fine of Rs. 1,000/- (Rupees One thousand only) for every instance and deducted from monthly fixed charges.
- 4.2.14.2 Failure to conduct periodic health check-up of workers as required by BHEL will attract a fine of Rs. 1,000/- (Rupees One thousand only) for each person on each occasion and deducted from monthly fixed charges.
- 4.2.14.3 Severity of hygiene failure will be assessed and decided by BHEL and fined appropriately. In case of gross failure / negligence a severe penalty will be imposed, which could be a hefty fine as cash deducted from monthly fixed charges and / or summary Termination of the Contract.
- 4.2.14.4 Food poisoning will invoke a hefty penalty to be decided at the sole discretion of BHEL, along with cancellation of contract and possible black-listing of the caterer.

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4.2.15 Facilities provided by BHEL:

- 4.2.15.1 All available kitchen and room appliances / equipment, crockery, cutlery, furniture, linen, etc. (Annexure – A & B) will be provided by BHEL for use in the Guest House. Actual inventory will be verified and handed over to the custody of the successful bidder before commencement of the contract.
- 4.2.15.2 Water (Packaged water for drinking in dining hall and rooms will be reimbursed by BHEL when supported by supplier's bill), Electricity, Cable TV subscription.
- 4.2.16 Any other appliances, equipment, etc. required to provide the catering and house-keeping services specified in this document including adequate number of chafing dishes for keeping food warm for buffets including daily breakfast, lunch and suppers / dinners and any other special equipment, appliances or utensils required for special occasions including standby kitchen appliances like mixie, grinder, etc. in lieu of BHEL provided appliances that are under maintenance / repair, should be provided by the contractor at his own cost in addition to crockery and cutlery of quality equivalent to that provided by BHEL to meet additional requirements or any exigencies and to make up for breakages / damages.
- 4.2.17 Contractor should ensure at his own cost that the manager / supervisor / in-charge posted by him has a dedicated mobile number and email ID along with computer system & peripherals (printer, scanner etc.) and internet connectivity at the Guest Houses to send and receive email instructions / booking information and for submission of daily / weekly / monthly reports in Microsoft Excel format as required by BHEL.
 - 4.2.17.1 Failure to maintain dedicated mobile number for manager / supervisor / in-charge and email ID along with computing facilities and internet connectivity will attract a penalty of Rs. 250 (Rupees Two hundred and fifty only) per day and deducted from monthly fixed charges.
- 4.2.18 All the items supplied by BHEL at its expense for the purpose of running the Guest House will be BHEL's property for all intents and purposes and the Contractor will have no right or claim on the same.
- 4.2.19 Liability towards any loss, theft, damage or breakage of the items entrusted to the Contractor should be borne by the Contractor.
- 4.2.20 All furniture, fixtures, equipment and articles provided as per inventory and all other furniture, fixtures, equipment and articles bought or made available by BHEL in the premises will remain to be the exclusive property of BHEL and on termination / expiry of this contract should be handed over by the Contractor to BHEL in the same order and condition in which they were at the beginning of the contract, except for reasonable wear and tear.
- 4.2.21 Contractor will be responsible for any damage to the building under the Contractor's charge and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of BHEL, caused due to negligence or carelessness or any fault on Contractor's part or that of his Manager or Workers and the Contractor will be liable to pay to BHEL such amount in respect of such damage as may be assessed by BHEL officials.
- 4.2.22 Cost of any missing items will be recovered from the Contractor in full.
- 4.2.23 Contractor should at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. Contractor should maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to BHEL by 10th of every month, which will be checked by the authorized official of BHEL.
- 4.2.24 If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery as decided by BHEL, the Contractor will have to bear the entire cost in respect of such breakage.
- 4.2.25 The Contractor will have full responsibility of proper upkeep, maintenance (including replacement of spare parts) and custody of the appliances / vessels etc. handed over by BHEL.
 - 4.2.25.1 For not reporting immediately to BHEL regarding non-functioning / malfunctioning of appliances / equipment a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.

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Losses due to breakage / theft / damage or loss of any such material / equipment / fixtures / furniture or damage due to poor and reckless handling will be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision by BHEL will be final and binding on the Contractor.

4.3 RECEPTION-CUM-FRONT OFFICE

- 4.3.1 When the guest checks-in, the Contractor / Contactor's staff should immediately attend to him, receive him, and allot the room specified by the designated officer of BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation Slips duly signed / Booking Chart sent by the designated officer. The contractor will neither allot rooms on his own nor disclose information relating to availability status to the guests for any reason.
- 4.3.2 When the guest checks-in, the Contractor / Contactor's staff should verify the identity of the guest and get the guest's name including accompanying family members / others entered in the Guest Register provided by BHEL. The signature of the primary guest to be verified with the signature in the identity card of the guest.
- 4.3.3 When the guest checks-in, the Contractor / Contactor's staff should accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc.
 - 4.3.3.1 Failure to accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc. will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.3.4 When the guest checks-in, the Contractor / Contactor's staff should offer the guest tea / coffee / meals, etc., as required, depending on the time of arrival, on chargeable basis.
- 4.3.5 Computerized receipts / room Rent Bill Books (Cash / Credit) in triplicate will be supplied by BHEL and should be used by the contractor for all guests. However, Bill Books in triplicate for boarding charges should be arranged by the contractor. When the guest checks-out, the Contractor / Contactor's staff should prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest.
 - 4.3.5.1 Failure to Prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.3.6 In case of employee on official duty, the Contractor should collect the charges from the guest towards Boarding charges only through POS machine (provided by the contractor) and obtain signature of the guest on the bill towards Lodging charges and the duplicate copy is to be submitted to the BHEL designated officials along with the statement of (1) Date (2) Guest Register number (3) Name of the guest (4) Designation (5) Staff number (6) Unit (7) Check In dated and time (8) Check out date and time (9) Number of days stay (10) Amount of debit (11) Bill number.
- 4.3.7 In case of Company's guests, the Contractor should raise the bill for Boarding charges, get them signed by the guest and submit them along with the monthly bill or as per the periodicity specified by BHEL for reimbursement of boarding charges by BHEL.
- 4.3.8 In case of employee on personal visit or guest provided accommodation on chargeable basis as specified by BHEL, lodging charges should be collected through POS machines (provided by BHEL for payment to BHEL account) and lodging charges to be collected through POS machines (provided by the contractor) / Mobile banking app as per applicable rates.
- 4.3.9 The details of the remittance like (1) Guest register number (2) Name of the guest (3) Staff Number (4) Designation (5) Unit (6) Number of accompanying guests (7) Check-in date and time (8) Check out date and time (9) Number of days stay (10) Amount collected (11) Bill number (12) Reference No or Transaction ID if paid through POS / Mobile banking app to be sent in Microsoft Excel format (Format subject to change as per instructions from BHEL designated official) after remittance.

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- 4.3.9.1 If any discrepancy is observed in remittance of room payment due to BHEL, the contractor should set right discrepancies failing which BHEL is liable to impose penalty of Rs. 250 per day till the date of remittance.
- 4.3.10 Carry the guest's luggage from the room to the vehicle.
- 4.3.11 Ensure that guests have not left behind in the room any belongings. If any belongings are found, immediately inform BHEL and also arrange for their return to the guest.
- 4.3.12 Ensure that room key is collected from the guest failing which cost of replacement of lock will be recovered from the Contractor.
- 4.3.13 Before check-out, the Contractor should ensure that the room occupied by the guest is in order with respect to assets of BHEL and loss, if any, is to be reported to the BHEL official / in-charge of the Guest House. A quick check is to be carried out before the guest leaves the guest house. Contractor is liable to pay total cost for any such damage or loss to BHEL property which has not been reported before departure of the Guest.
- 4.3.14 Contractor's staff should not seek any tips or favour from guests for services rendered.
- 4.3.15 During their stay, guests' miscellaneous needs like laundry, medicines, etc., are to be attended to and applicable charges collected from the guest at actuals, providing relevant bills. In cases where these services are to be rendered at BHEL's cost, the same will be intimated to the Contractor by the BHEL officials. However, the Contractor's staff should not extend any services like procurement of cigarettes or liquor which are prohibited in the Guest House.
- 4.3.16 To order newspapers / magazines as advised by BHEL, coordinating with newspaper agents and settling their bills at the end of the month. This will be reimbursed by BHEL along with the Contractor's monthly bill when supported by relevant suppliers' bills along with a date wise statement of room occupation and newspaper provided during that month.
- 4.3.17 Each contract personnel is eligible for statutory provisions viz. paid Weekly Off, National holidays and Leave etc., The contractor should keep adequate reserve staff to maintain minimum manpower in each category as instructed by authorised BHEL official or not less than indicated in BOQ table to comply with the statutory rules and regulation.
- 4.3.18 Telephone at the reception should be manned at all time by the contractor's staff.
- 4.3.18.1 For Telephone not manned or messages not taken properly or not passed on promptly a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.3.19 Contractor's staff should respond immediately to call or bell of guests.
- 4.3.19.1 For not responding immediately to call or bell of guests a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.3.19.2 If any of the contractor's personnel is found to be in disciplined or discourteous, a penalty of Rs. 250/- (Rupees Two hundred and fifty only) per default will be imposed on each occasion. The decision of BHEL in this regard will be final and binding on the Contractor.

4.4 CATERING

- 4.4.1 Contractor will be responsible for preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given in the Price Bid format.
- 4.4.2 Menu may need to be altered for specific guests, special occasions, programs or functions as desired by BHEL, within the overall scope of the menus / rates. For any extra item not included in the Price Bid format, contractor may charge additionally at rates mutually agreed with BHEL.
- 4.4.3 Raw material standards: Contractor must ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, products having Govt. enforced certification marks (fssai, Agmark) are only to be used.

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- 4.4.4 BHEL's authorized official has the right to test the quality of food, reject any ingredient that may be found to be sub-standard. If any ingredient found to be inferior in quality in the opinion of BHEL or its authorized representative, the same should not be used and the contractor will replace the same immediately.
- 4.4.5 All raw materials used should be free from adulteration or any foreign material. Contractor should also ensure that the used edible oil is not re-used for any other cooking purpose. Fresh vegetables and milk / beverages should be used. Quality and storage of the raw materials and other ingredients are liable to be inspected at any time by authorized BHEL officials and should be improved / changed if so advised by BHEL.
- 4.4.6 List of brands to be used are furnished below (List is indicative and not exhaustive). In case of any deviation, prior approval to be obtained from the designated BHEL official.

INGREDIENT	BRANDS
Refined ground nut oil / sunflower oil	Fortune, Safola, Godrej, Sundrop
Ghee	Aavin, Amul, RKG, Aashirvaad
Butter / Cheese	Amul, Hatsun, Milky mist
Jam and Sauces	Kissan, Maggi, Heinz
Bread	Modern, Harvest, Nilgiris
Corn flakes	Kellogg's, Bagrry's
Rice for Lunch / Dinner	Superior White ponni - SS Brand
Basmati Rice for pulavs	India Gate, Red Fort

- 4.4.6.1 Using brands not permitted in the contract without prior permission or adulteration of food will invoke a fine of Rs. 1,000/- (Rupees One thousand only) for every instance and deducted from monthly fixed charges.
- 4.4.7 Contractor should take advance orders from guests staying in the rooms for daily food requirements. Only the BHEL official / in charge of Guest Houses is authorized to place orders on the Contractor for any other official program, functions or special occasion.
- 4.4.8 Contractor should display the full menu with boarding tariffs in all Guest Rooms (in English of size 15 X 21 cm) and Dining Halls (Separate display boards in English, Hindi and Tamil of size 2 X 3 feet each) in addition to display of daily menu on each dining table (in English of size 15 X 21 cm) using menu holders.
- 4.4.8.1 For Failure to display the full menu with boarding tariffs in all Guest Rooms and Dining Halls in addition to display of daily menu on each dining table using menu holders in specified size and language, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.4.9 Contractor should provide healthy food to Guests as per the menu prescribed by BHEL. In exceptional cases, Contractor may have to prepare special food as required by Guests on medical grounds.
- 4.4.10 Contractor should procure and store sufficient quantity of high quality ingredients in a hygienic manner at his own risk in the guesthouses to ensure preparation of food in time.
- 4.4.11 Timings for services will be as informed by BHEL.
- 4.4.12 Laying of tables setting for each service, display of chafing dishes (lit up with chafing fuel provided by the contractor during the entire service), filling of food as per the menu and replenishing with food from time to time on each service.
- 4.4.12.1 For Failure to use chafing dishes lit up with chafing fuel for each service or as instructed by guest house in charge, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.4.13 Every food preparation should be used for one-time service only and the left-over food should not be served during the next meal / service.

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- 4.4.14 Contractor will be responsible for service of food and beverages in the Dining Halls and for Morning Tea / Coffee service in the respective Guest Rooms for all guests. Room Service should be provided to VIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons.
- 4.4.14.1 For complaints from guests of poor service or quality of catering including room service based on feedback form, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges. The same is applicable for not getting up early in the morning or staying up late when required or not serving bed tea to guest's at specified time.
- 4.4.14.2 If the quality of milk is not found up to appropriate standard, or it is diluted, a fine of Rs. 500/- (Rupees Five hundred only) per instance would be imposed.
- 4.4.14.3 If BHEL finds that a certain meal was not cooked properly then a fine of Rs. 500/- (Rupees Five hundred only) per meal would be imposed.
- 4.4.14.4 Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of Rs. 5,000/- (Rupees Five thousand only) per incident.
- 4.4.15 Contractor should provide efficient and prompt service to all Guests.
- 4.4.16 Contractor should ensure removal of empty cups and saucers from the rooms immediately after service.
- 4.4.16.1 For failure to remove empty cups and saucers from the rooms immediately after service, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.4.17 Contractor is solely responsible for preparation of all food under strictly hygienic conditions without any compromise. Disposable gloves, mask and cap should be worn by the catering staff while serving food failing which penalty will be imposed.
- 4.4.17.1 Not wearing mask, cap and disposable gloves while serving food will attract a Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.4.17.2 Any complaints of insects and / or foreign objects (stone, hair, rope, cloth, plastic, etc.) cooked along with food found in any food item would invite a fine of Rs. 500/- (Rupees Five hundred only) per instance.
- 4.4.18 All Contractor's staff on duty should be in good health and hygiene and should wear clean, washed and neatly pressed uniforms and shoes with socks, name plates and photo ID cards while on duty.
- 4.4.19 Contractor should ensure total cleanliness and regular cleaning of all kitchen facilities.
- 4.4.19.1 Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 500/- (Rupees Five hundred only) per meal.
- 4.4.20 Contractor should perform the above services to the satisfaction of the designated BHEL Guest House official. If any shortcomings are found, then on oral or written instruction, Contractor should rectify the shortcomings immediately failing which penalty at the sole discretion of BHEL is liable to be levied.
- 4.4.21 Contractor should ensure that cooks are professionally-qualified / experienced persons, well-versed in all types of Vegetarian, Non-Vegetarian and Continental food preparation. In case of deficiencies in cooking as decided by the designated BHEL official, cooks will need to be changed immediately by the Contractor.
- 4.4.21.1 If cooks are not changed as decided by the designated BHEL official, Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower. Above penalty is also applicable in case a professionally qualified / experienced cook is not available or is absent from duty and will be deducted from monthly fixed charges.

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- 4.4.22 On special occasions at the Guest House or in any other location specified by BHEL, Contractor should be ready to undertake food arrangements as per the rate contract. For any arrangement not covered in the contract, payment will be made on production of bills duly certified by the authorized BHEL official in charge of Guest Houses.
- 4.4.23 If BHEL requires procurement of any outside food preparations, Contractor should arrange for the same and claim the expenditure in his regular bills enclosing the suppliers' bill wherever possible or claim the amount on self-certification basis.
- 4.4.24 Contractor may inspect the kitchen equipment, crockery and cutlery, etc. provided by BHEL at the Guest House and is free to make use of the same for providing the services specified in this contract. For any additional requirement, Contractor may bring his own equipment.
- 4.4.25 All cooking fuel costs will be borne by the Contractor and should be included in the cost of Food. Contractor will be responsible for booking and procurement of gas cylinders in time so as to ensure availability of sufficient fuel for guest house operation on a continuous basis.
- 4.4.26 Contractor should attend to any / all catering requirements of BHEL whether covered contractually or otherwise, at pre-determined price as per the contract or mutually agreed rates.
- 4.4.27 Menu for food and beverage to be served as per Annexure – K.

4.5 HOUSEKEEPING:

- 4.5.1 Contractor should provide Housekeeping services for all the rooms available in the Guest House and allied areas including lounges, dining halls, corridors, porticos, etc. Quantity and Frequency of cleaning is given in Annexure – C.
- 4.5.2 All the necessary housekeeping materials for the performance of services should be procured by the Contractor periodically at Contractor's expense.
- 4.5.3 Housekeeping consumables (approximate monthly requirement as given in Annexure – E) are to be brought inside Guest house premises in the presence of authorised BHEL official only and the Housekeeping Consumables Form (Annexure – I) signed by Contractor's representative and authorised BHEL official / security on each occasion.
- 4.5.4 Details of consumables, stock quantity and consumption is to be sent in excel format along with Daily MIR. Payment will be admitted and cleared for the actual quantity of housekeeping consumables used in maintaining the guest house.
- 4.5.5 Contractor will procure all the materials required for providing Guest amenities and extra items for all Guests including toothbrush toothpaste (20 gm), and sample bathing soap (35 gm), shampoo (5 ml), coconut oil (2 ml), pocket comb and talcum powder (15 gm). All such items should be of popular brands such as Dettol, Lifebuoy, Colgate, Close-Up, Oral B, Pepsodent, Meswak, Gillette, Lux, Cinthol, Rexona, Hamam, Medimix, Santoor, Clinic Plus, Pantene, Sunsilk, Parachute, Dabur, VVD. Payment will be admitted and cleared for the actual quantity of guest amenities provided to the guests.
- 4.5.6 Details of Guest Amenities, stock quantity and consumption is to be sent in excel format along with Daily MIR. Payment will be admitted and cleared for the actual quantity of Guest amenities provided to guests.
- 4.5.7 Extra items like disposable razor, sachet shaving cream, and sachet body lotion, shower cap, etc. are to be provided for VIPs as specified by BHEL and the cost of the same will be reimbursed in the monthly bill.
 - 4.5.7.1 For deficiency in quality, quantity or number of guest amenities provided to guests including replenishment on request by the guest, cost thereof will be recovered from monthly bill in addition to penalty of Rs. 100/- (Rupees One hundred only) per occasion and deducted from monthly fixed charges.
- 4.5.8 Contractor should provide one English Newspaper i.e. The Hindu in all occupied Guest Rooms. Lounges / Reception areas will have minimum two copies each of The Hindu and any other English / Tamil newspaper / magazine as directed from time-to-time by BHEL. Except for Lounges / Reception Areas for which newspapers are to be procured on a daily basis, procurement of newspapers for rooms will be

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occupancy-based. Expenditure towards the same will be borne by the Contractor and claimed from BHEL in the monthly bill.

- 4.5.8.1 Failure to provide Newspaper in occupied rooms and Lounges / reception will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.5.9 All Guest Rooms should be kept neat and tidy always as soon as they are vacated to enable BHEL to allocate the rooms at any time.
 - 4.5.9.1 Failure to keep rooms neat and tidy immediately after they are vacated will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.10 All linen in Guest Rooms including towels, bedspreads, bed sheets and pillow covers should be changed on alternate days in the guest rooms.
 - 4.5.10.1 Failure to change linen in the guest rooms on alternate days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.11 Contractor will be responsible for making the beds. All rooms, bathrooms and toilets are to be cleaned and mopped twice daily or more frequently, as required, and also as and when vacated by Guests, with high quality disinfectants such as Lizol, Harpic etc.
 - 4.5.11.1 Failure to make beds and clean rooms, bathrooms and toilets daily will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.12 Ceilings, ceiling fans, windows, window panes, are to be cleaned regularly and in any case once in seven days while all common areas including lounges, corridors are to be swept and swabbed twice daily or more frequently as required.
 - 4.5.12.1 Failure to dust and clean ceilings, ceiling fans, windows, window panes and all common areas within specified days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.13 All rooms and service areas are to be cleaned and washed twice a day by using cleaning agents such as Harpic, soap oil, phenol etc. on each time. Room fresheners and deodorants to be used in all the bathrooms, toilets.
 - 4.5.13.1 Failure to clean rooms and service areas twice a day will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.14 Bath rooms are to be replenished with Lavender fragrant deodorants such as Odonil, Wonder Fresh, Deo n fresh etc. and fragrant sanitary cubes to be provided in urinals. Mosquito repellent should be available at all time in all rooms and service areas like lounge dining halls etc. and is to be replaced as and when required.
 - 4.5.14.1 Failure to replenish deodorants and mosquito repellents will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.15 Bathroom taps and chrome fittings should be cleaned once in seven days with cleaners such as Blueoxy, Silvo etc. Mirrors should be sprayed and wipe cleaned daily using glass cleaners such as Colin, 3M etc.
 - 4.5.15.1 Failure to clean bathroom fittings and mirrors as specified will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred

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only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

- 4.5.16 Contractor should maintain high standards of cleanliness and hygiene throughout the Guest House including Kitchen and dining halls.
- 4.5.16.1 If Hygiene of dining hall, kitchen etc., is not up to the desired standards penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.17 In case the contractor is asked to make extra arrangements like Fruits, Flowers, Snacks etc., during any event or visits of VVIPs, reimbursement at actuals will be made towards the same on production of relevant bills wherever possible.
- 4.5.18 Wherever it is not possible to produce the suppliers' bills, the contractor should claim the amount on self-certification basis duly certified by the designated BHEL official. Besides reimbursing the actual cost of such arrangements, BHEL may also reimburse the transportation cost to the contractor in connection with such arrangements. Reimbursement of transportation cost will normally be limited to auto fare.
- 4.5.19 Contractor should take care of miscellaneous requirements like replacement of batteries for clocks, remote control units of TVs / ACs, etc. and reimbursement claimed from BHEL. Guest Room amenities including furniture, linen, TV, refrigerator, AC, geysers, etc., should be regularly checked by the Contractor and weekly maintenance report including replacement of bulbs, batteries, repairs, etc., are to be submitted to BHEL.
- 4.5.20 Contractor should ensure proper functioning of all systems in the Guest House including electrical, electronic, sanitation and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, Contractor should arrange to engage a qualified person to get the problem solved with prior concurrence of the designated BHEL official and expenditure incurred, if any, towards the same may be claimed in the monthly bill if so instructed by BHEL.
- 4.5.21 The number of rooms, lounges, dining halls available in each Guest House is indicated separately in the Price Bid format. Before submission of offer, bidders are strongly advised to visit the Guest Houses for making their own assessment.
- 4.5.22 Contractor should make proper flower arrangements in the dining halls and lounges.

4.6 LAUNDRY AND MAINTENANCE OF PREMISES

- 4.6.1 Contractor should take all required steps to ensure efficient and timely laundry services for the Guest Houses. Approximate monthly requirement for House linen laundry is given in Annexure – D.
- 4.6.2 Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of table clothes, curtains, blankets etc., are to be carried out regularly as required.
- 4.6.3 House Linen is to be sent to and received from Laundry in the presence of authorised BHEL official only. House Linen Laundry Form (Annexure – H) should be signed by Contractor's representative and authorised BHEL official on each occasion.
- 4.6.4 Details of House linen sent to and received from laundry should be sent in excel format along with Daily MIR. Payment will be admitted and cleared for the actual quantity of linen items sent to laundry.
- 4.6.5 Contractor should charge Guests for laundry of their clothes and collect charges for the same directly from the guests. In exceptional cases, on specific instructions from BHEL, Contractor may claim expenditure incurred for laundry for VIPs.
- 4.6.6 Bed linen, towels, napkins, curtains, furniture upholstery should be regularly washed and kept in clean condition at all times. Soiled / wrinkled linen should not be used in Guest Rooms or common areas on any account. Failure to comply will attract penalty as decided by BHEL and deduction of the same will be from the monthly fixed charges.
- 4.6.7 Contractor should bring washing equipment and provide detergents for laundry, if required.
- 4.6.8 Civil department will maintain the gardens in the Guest House. However, keeping the Guest House premises / compound neat and free from litter / debris will be the Contractor's responsibility.

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4.7 CONTRACTOR'S PERSONNEL

- 4.7.1 Successful contractor will be responsible for smooth running of the Guest House and should post a team of qualified / experienced personnel under the leadership of a capable Manager / In-charge with a Full-time course in Hotel Management / Catering Technology and relevant experience who will report to the authorised BHEL official or in charge of Guest Houses.
- 4.7.2 Substitute with the same qualification and experience should be posted immediately whenever the above manager / in-charge is absent.
 - 4.7.2.1 Failing to post Qualified (Full-time course in Hotel Management / Catering Technology) Manager / In- Charge will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower.
- 4.7.3 Contractor will also maintain qualified / well-trained and competent Personnel for all services specified in the tender including and not limited to the following:
 - 4.7.3.1 Manpower required to prepare and serve meals of different cuisines including vegetarian, non-vegetarian and continental and to maintain the Guest House and surrounding premises in total cleanliness and hygienic conditions.
 - 4.7.3.2 Contractor's employees deployed on BHEL's premises should be physically fit and able-bodied with good eye sight and hearing power and should also be able to speak / converse fluently in the regional language where the Guest House / Transit Flat is situated and should additionally understand English.
 - 4.7.3.3 Contractor should always maintain the minimum number of personnel as instructed by the authorised BHEL official or as indicated by BHEL in the Price Proforma. However, during any major event or visit of dignitaries, additional manpower as may be required to meet the work load, will have to be provided at no extra cost.
 - 4.7.3.4 Contractor should have sufficient reserve staff for substituting the workers against weekly off, leave etc. to comply with Factory Act 1948.
 - 4.7.3.5 If, at any stage during the contract period, BHEL observes that the personnel engaged by the contractor are not capable of carrying out the Catering and / or House Keeping services in the Guest House according to professional standards, BHEL will take steps as deemed necessary including termination of the contract, in the overall interests of Guest House operations.
- 4.7.4 The tenderer should get the character / antecedence consisting of Police verification, qualification, address and age of each and every worker deployed by them at the job premises and the same should be submitted to BHEL 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 Contract Awarding Executive by submitting the proof of identity and Medical certificate for fitness. Police verification of such workers should be furnished within 02 months of deployment.
 - 4.7.4.1 The contractor should give certificate of antecedents of each of his employees from the local police station within specified period failing which penalty of Rs. 250 (Rupees Two hundred and fifty only) will be imposed per person per day until police clearance is submitted.
- 4.7.5 Tenderer to ensure that the employees 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. Tenderer will be fully responsible for theft, burglary, fire or any mischievous deeds by their personnel. Tenderer will engage only such employee who are medically fit and are disciplined and will not employ any person below 18 and beyond 60 years of age.
- 4.7.6 The contractor should submit the list of workers, with complete details including local / permanent addresses, contact details, COVID 19 vaccination status and their photographs who may be allowed to work in the guest house.
- 4.7.7 Contractor should ensure that the employees deployed in the guest house comply with all precautions (including vaccination, appropriate behaviour in guest house premises etc.) and instructions related to

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prevention of any infectious disease / pandemic / epidemic given by Central / State Govt. from time to time.

- 4.7.8 The tenderer should enclose the following documents in as proof of address and age of the contract workers along with the list of employee proposed to be deployed:
- (i) Ration card (ii) Aadhaar Card (iii) Voter ID (iv) School / College mark sheet as proof of age.
- 4.7.9 Contractor should ensure strict compliance with Child Labour (Prohibition and Regulation) Act 1986 and should not engage a person below the age of 18 years at any time for any work under this contract.
- 4.7.10 Contractor will be solely responsible for providing for all requirements of his employees, including and not limited to the following:
- 4.7.10.1 Payment of wages and all allowances as per applicable Central and State Govt. statutes and regulations.
- 4.7.10.2 Deduction, collection and payment of all taxes on behalf of his employees and compliances with all statutory requirements including but not limited to PF, ESI etc., and notifications made by any Government authority having jurisdiction.
- 4.7.10.3 Prompt replacement of any personnel whose performance is unsatisfactory or otherwise required to be changed for any other reason.
- 4.7.11 Personnel employed by the Contractor should be healthy in all respects and must produce medical certificates to substantiate the same as required by BHEL or BHEL's medical officer. Regular medical check-up should be done for all of the Contractor's employees once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical check-up by BHEL doctor / any other authorized doctor at any time on a cost-recovery basis.
- 4.7.12 All personnel posted by the Contractor at the Guest House should be trained to handle fire-fighting systems, administer First Aid in emergencies, etc.
- 4.7.13 In the interest of efficient operation of the Guest House, BHEL may seek change of staff belonging to the Contractor which he should comply with. However, the Contractor should not indulge in shifting his staff from BHEL Guest House to other clients without the permission of BHEL.
- 4.7.14 The Contractor should engage specified number of competent employees for running the Guest Houses on round-the-clock basis. All expenses on account of payment of salary / wages / provisions of food stuff / eatables for contractor's employees / uniforms / Personal Protective Equipment and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the contractor's employees should be met by the Contractor.
- 4.7.15 Contractor will have full control of his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. Contractor will be solely responsible for any claim arising out of employment or termination of employment of his employees and any other statutory payments.
- 4.7.16 Contractor should fully indemnify BHEL for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Contractor will be solely liable for settlement of any claim made by any persons due to non-observance by the Contractor of any of the provisions or otherwise of the enactments cited above, BHEL reserves the rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by BHEL to the Contractor or in the absence of the same as debt due to BHEL from the Contractor.
- 4.7.17 Contractor should, whenever required by BHEL or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
- 4.7.18 Contractor should produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld.

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- 4.7.19 Contractor should maintain necessary Qualified / Trained competent personnel in each category of work, in accordance with the rules. They should meet all the requirements and fulfil all the activities mentioned in the schedule.
- 4.7.20 The personnel should have pleasing personality, be courteous, have good communication skills and experienced in serving high-level guests. Hence, the contractor should engage personnel who know Hindi / Tamil / English.
- 4.7.21 Weekly duty roster of the staff should be made available to BHEL on the last working day of each preceding week.
- 4.7.22 Identity Cards and Name Plates: Contractor should ensure that all staff engaged by him must wear and display colour Photo Identity Cards and Plastic Name Plates / Tags (Dark Blue Letters on white background) prominently on their uniform at all times while on duty. Photo ID Cards should be duly endorsed by the designated BHEL authority. All personnel of the Contractor will strictly follow the security regulations of BHEL.
- 4.7.23 BHEL has no responsibility whatsoever towards the Contractor's employees and the Contractor will be solely responsible for supervising and managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
- 4.7.24 The contractor should ensure that the minimum wages are paid to the employees as per the prevailing rules of Govt. of Tamilnadu which are applicable to General Engineering and Fabrication Industry, inclusive of Bonus after remitting PF and ESI contributions ONLY in their respective bank accounts by means of NEFT / RTGS. While submitting the bills, the contractor should submit a proof of payment made to the employees through bank along with PF and ESI contribution challans to Welfare section every month.
- 4.7.25 Contractor will be solely responsible for the operations of the Guest House. The operations will be monitored at all times by the designated officials of BHEL. Contractor will ensure availability of a supervisor on round-the-clock basis for contact by the designated officials of BHEL.
- 4.7.26 Contractor should employ only such personnel under this contract, who are medically fit. BHEL has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, clinical, and medical or on disciplinary grounds.
- 4.7.27 Contractor should comply with the provisions of all the Govt. Statutes and Regulations including the following:
- 4.7.27.1 Factories Act 1948
 - 4.7.27.2 Contract Labour (Regulation and Abolition) Act 1970
 - 4.7.27.3 Child labour (Prohibition and Regulation) Act 1986
 - 4.7.27.4 ESI Act 1948
 - 4.7.27.5 Employees Compensation Act 1923
 - 4.7.27.6 Employees Provident Fund and Miscellaneous Provisions Act 1952
 - 4.7.27.7 Minimum Wages Act 1948
 - 4.7.27.8 Payment of Wages Act 1936
 - 4.7.27.9 Payment of Bonus Act 1965
 - 4.7.27.10 Payment of Gratuity Act 1972
 - 4.7.27.11 Catering Establishment Act 1958
 - 4.7.27.12 Industrial Establishment (National and Festival Holidays) Act 1958
 - 4.7.27.13 Any other Laws and Rules as may be applicable to contract workers from time to time including obtaining of license under Contract Labour (Regulation and Abolition) Act. Contractor should produce registers, Income Tax returns and records and comply with other directions issued by BHEL for compliance of the above statutory provisions.

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- 4.7.28 BHEL will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding Contractor's staff.
- 4.7.29 Contractor should comply with all operational rules and regulations, including security and disciplinary rules framed by BHEL and made applicable to the whole or part of the premises wherein the Contractor or his employees happen to be working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor should immediately remove such employees from BHEL's premises and indemnify BHEL for any loss on such violation of the rules and regulations.

4.8 STAFF UNIFORMS

- 4.8.1 Contractor should provide minimum two sets of uniforms / PPE as applicable at his own cost to his staff as indicated below and must ensure that all his personnel turn out in clean, neat and appropriate uniforms and black formal shoes and socks at all times while on duty.
- 4.8.2 Manager / In-Charge: White Full sleeved shirt + Dark Blue pant + Deep Blue Tie
- 4.8.3 Housekeeping / Catering Staff: Light Blue shirt + Dark Blue pant
- 4.8.4 Front Desk: White Full sleeved shirt + Dark Blue pant
- 4.8.5 Catering staff: White Full sleeved shirt + Dark Blue pant + cap
- 4.8.6 Cook / Kitchen Staff: White shirt + Dark Blue pant + apron + chef's cap
- 4.8.7 For Female Staff: Blue Saree with Navy Blue Blouse and Navy Blue Over coat or Blue Chudidhar with Navy blue Chudidhar bottom pants and Navy Blue Over Coat.
- 4.8.8 All uniformed staff: Black shoes and black socks.
- 4.8.9 Company's logo on uniform and name plate to be provided by contractor at his cost along with Photo Identity Cards verified by BHEL.
- 4.8.10 Clean and smart turnout along with regular shaving for all the staff.
- 4.8.11 Contractor should provide mask and gloves and ensure wearing of mask and gloves at all times while on duty for all the contractor's staff.
- 4.8.11.1 Failure to wear mask and gloves at all times will attract Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.8.12 All personnel should wear mask, caps and use transparent disposable gloves while serving food. In case any employee of the Contractor does not report for duty in uniform, the same may be condoned only once a month.
- 4.8.12.1 Failure to wear full uniform including shoes, socks, name plate, photo ID card, etc. and not wearing mask, caps and disposable gloves while serving food will attract Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

4.9 ACCOUNTING, SUBMISSION AND PROCESSING OF BILLS

- 4.9.1 Contractor should properly account for the food items served which are liable to be checked and counter-checked as per the systems specified by BHEL.
- 4.9.2 The contractor should ensure collection of room rent from the paying guest through POS machines (provided by BHEL for remittance to BHEL account). The same has to be properly accounted for with necessary paper work and details should be regularly submitted to Guest house section on every Wednesday.
- 4.9.3 In case of Company Guests for whom BHEL will make payment, the Contractor should keep proper account of various claims against Food and other Miscellaneous Items. In case of making miscellaneous items by purchasing the same from outside, the Contractor should produce Bills of such purchases along with his claim.

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- 4.9.4 Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the BHEL officials or the auditor appointed by BHEL.
- 4.9.5 Payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared.
- 4.9.6 Payment will be admitted and cleared, after verification of Guest Amenities Form (Annexure – G), for the actual quantity of guest amenities provided to the guests.
- 4.9.7 Payment will be admitted and cleared, after verification of House Linen Laundry Form (Annexure – H) by the authorised BHEL official, for the actual quantity of linen items sent to laundry.
- 4.9.8 Payment will be admitted and cleared, after verification of Housekeeping Consumables Form (Annexure – I) and consumption report for the month (based on daily MIR) by the authorised BHEL official, for the actual quantity of Housekeeping consumables used.
- 4.9.9 Contractor is fully responsible for the wastages of food items prepared at the Guest House. So, any wastage of food items will have to be borne by the Contractor.
- 4.9.10 Payment will be made after completion of work on pro-rata basis based on actual work executed as per BOQ / actual deployment of manpower / instructions of BHEL's official after acceptance and certification of BHEL's official.
- 4.9.11 Contractor will be responsible for making payment of wages of his employees through bank into the individual employees bank accounts within 7 days from the last day of wage period through EFT and produce bank document in support of the same. The contractor should also obtain the signature at the end of entries in the wage register from BHEL official of contract operating department.
 - 4.9.11.1 A penalty equivalent to 5% of monthly bill value would be imposed on the contractor in the event of failure in making payment of wages within 7 days from the last day of wage period for immediate previous months work, and not obtaining the signature at the end of entries in the wage register from BHEL official, without waiting for clearance of his pending bills.
- 4.9.12 Along with bills, Contractors has to furnish copy of the following documents for further processing of bills:
 - 4.9.12.1 The Contractor should submit the bill within a week after the end of each month in triplicate copies detailing the various items of work done during the month supported by the requisitions issued from time to time.
 - 4.9.12.2 Penalty amounting to Rs. 100 per day for the first week after specified submission period and Rs. 150 per day for the second week after specified submission period and Rs. 300 per day after the second week from specified submission period till submission of bills, will be levied for failure to submit bills within a week after the end of each month in triplicate copies supported by proof of GST payment made against the invoice and other requisitions issued from time to time by BHEL.
 - 4.9.12.3 Proof of payment of GST to be forwarded along with the bill failing which BHEL will not be able to make payment against the invoice as per existing government guidelines.
 - 4.9.12.4 The salary/wages to the workmen concerned to be remitted through online mode in the bank account of the workmen and relevant Bank statement / proof for Bank payment should be produced along with PF and ESI challans.
 - 4.9.12.5 Details, as instructed by authorised BHEL official in excel format, of summary of Guest amenities provided to guests along with the Guest Amenities Form duly (Annexure – G) filled in and signed by the guest. Payment for the Guest amenities provided to the guests will be made on actual quantity provided to the guests after verification of the specified Forms.
 - 4.9.12.6 Details, as instructed by authorised BHEL official in excel format, of summary of House linen sent to laundry with Form (Annexure – H) duly filled in and signed by representatives of Contractor and BHEL official / Security. Payment for the house linen laundry will be made on actuals after verification of the specified Forms.
 - 4.9.12.7 Details, as instructed by authorised BHEL official in excel format, of summary of Housekeeping consumables used with Form (Annexure – I) duly filled in and signed by representatives of

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Contractor and BHEL official / security. Payment for the Housekeeping consumables will be made on actual quantity used after verification of the specified Forms.

4.9.12.8 Any other relevant document which is required from time to time as per BHEL requirement.

4.9.13 Payment will be made after completion of work on pro-rata basis based on actual work executed after acceptance and certification of BHEL's official. Payment shall be made after 45 days of submission of bill complete in all respect including copies of attendance sheet, biometric attendance, wage register, proof of payment to workmen through bank, proof of PF / ESI payment, proof of GST payment made against the invoice.

4.9.14 Contractor's bill can be processed for payment only on submission of all supporting documents including proof of attendance, personal payments, statutory payments like ESI, PF, GST, including monthly MIR on occupation, boarding details, details of remittance of room rent collected from the paying guests, statement of inventory, consolidated statement of manpower with biometric attendance details etc. BHEL will make payment only through the Electronic Fund Transfer (EFT) method.

5. CONTRACT PERIOD AND PLACE OF WORK

Outsourced guest house operations including catering and housekeeping services for Rockfort House (Kailas House only if required by BHEL at any time during the contract period) at Tiruchirappalli.

1. Duration of the contract: **Twelve months** from the date of award of contract.
2. The work should be carried out at BHEL Tiruchirappalli Complex.

6. LIQUIDATED DAMAGES (LD)/PENALTY:

- 6.1 Start of services should be made by the contractor in accordance with the time schedule specified in the work order.
- 6.2 In case the services are not started on the stipulated date as indicated in the work order, BHEL reserves the right to cancel the work order and/or recover liquidated damage charges to the extent of the charges incurred by BHEL in making alternative arrangements along with penalty of Rs. 1000/- per day for the delay period.
- 6.3 Cancellation of the work order shall be at the risk and responsibility of the contractor and BHEL reserves the right to award the work at the risk and cost of the defaulting contractor.
- 6.4 Penalties as per Annexure - F.

7. PAYMENT TERMS:

- 7.1 Payment will be made after completion of work on pro-rata basis based on actual work executed as per BOQ after acceptance and certification of Area in charge (BHEL Executive). Payment shall be made after 45 days of submission of bill complete in all respect.
- 7.2 Along with bills, Contractors has to furnish copy of the following documents for further processing of bills:
 - 7.2.1 The Contractor should submit the bill within a week after at the end of each month in triplicate copies detailing the various items of work done during the month supported by the requisitions issued from time to time.
 - 7.2.2 Any other relevant document which is required from time to time as per BHEL requirement.
- 7.3 The Contractor should, once in every month, submit to the authorised BHEL official separately details of their claims for the work done by them up to and including the previous. He should in addition furnish a clear certificate to the effect that the claims submitted by him as aforesaid cover all his claims and that no further claims should be raised by him in respect of the work done up to and including the period under report. Payment will be at the sole discretion of BHEL.
- 7.4 The proof of execution of work should be submitted along with each bill (printed form with covering letter and proof for execution of work).
- 7.5 If the Contractor is not registered for any statutory obligation and not liable thereto, then a declaration should be submitted along with offer that they are within the threshold limit.
- 7.6 No advance may be paid for operational or any other expenses.

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- 7.7 Goods and Services tax will be payable extra by BHEL at prevailing rates and corresponding TDS will be made as per Government norms.

ANNEXURE – A

KAILAS HOUSE

AVAILABLE ASSETS

(EQUIPMENT, CROCKERY, CUTLERY, FURNITURE, LINEN ETC.)

SI	DESCRIPTION	QUANTITY
1	ALMIRAH WOODEN	4
2	ALMIRAH STEEL	6
3	CHAIR DINING WOODEN WITH CUSHION	35
4	COAT HANGERS	114
5	COT- WOODEN- SINGLE	39
6	INDUSTRIAL CUPBOARD PIGEON HOLE	1
7	KEY PANEL WOODEN	1
8	DOOR MAT RUBBER LARGE	2
9	BATH MAT – COTTON	43
10	SIDE BOARD WOODEN WITH GLASS DOOR	1
11	SOFA SET DOUBLE SEATER BROWN	8
12	SOFA SET SINGLE SEATER BROWN	8
13	SOFA SET SINGLE SEATER BLACK	43
14	SOFA SET 3-SEATER BLACK	4
15	T V STAND WITH WHEEL	1
16	CORNER TABLE WITH BROWN CUSHION	4
17	CORNER TABLE WITH RECTANGULAR GLASS TOP	3
18	CENTRE TABLE WITH ROUND GLASS TOP	22
19	DINING TABLE WITH GLASS TOP	4
20	DINING TABLE WOODEN	12
21	WRITING TABLE WOODEN	17
22	BED SIDE TABLE WOODEN WITH DRAWER	27
23	TEAPOY WOODEN	1
24	UMBRELLA	2
25	FLOWER VASE CERAMIC	10
26	WALL CLOCK ELECTRONIC	39
27	BUCKETS PLASTIC	44
28	MUG PLASTIC	47
29	WATER HEATER (GEYSER)	28
30	WATER PURIFIER	1
31	MAT DOOR	30
32	AMENITIES TRAY	30
33	CASSEROLE / HOT PACK SS	1
34	CHEFFING DISH 3 PART SET SS	7

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35	COOKING OVEN GAS STOVE TWO BURNER-DOMESTIC TYPE	1
36	COOKING VESSEL SS	8
37	COOKING VESSEL ALUMINIUM	6
38	DOSA PLATE SS WITH STAND AND GAS BURNER	1
39	DOSAI TAWA IRON	1
40	FORK SS AP	31
41	ICE BOX MILTON PLASTIC	1
42	JELLY MOULD ALUMINIUM	7
43	CUSTARD MOULD ALUMINIUM	5
44	KADAI SS	1
45	KATORI CUP SS	102
46	KITCHEN LADLES SS	18
47	KITCHEN LADDLES ALUMINIUM	1
48	KNIFE SS-AP	20
49	KNIFE-BREAD	2
50	LID – ALUMINIUM	6
51	LID SS	18
52	NAPKIN STAND-PLASTIC	5
53	BASIN SS	3
54	BUCKET SS	2
55	WATER JUG-1 LTR SS	1
56	SS SERVING DISH-4 COMPARTMENTS	1
57	TUMBLER SS	21
58	SERVICE TRAY-S S	18
59	SPOON-TABLE SERVICE	6
60	SPOON SS- AP	49
61	SPOON SS- TEA / DESSERT	10
62	SS PLATE-THALI PLATE	24
63	SS TIFFEN CARRIER WITH 5 COMPARTMENTS(BIG)	1
64	STRAINER-S S - VEGETABLE	1
65	TEA KETTLE-2 LITRES CAPACITY-SS	1
66	TEA KETTLE-2 LITRES CAPACITY- ALUMINIUM	1
67	CHAPATHI ROLLER-WOODEN	3
68	WET GRINDER- ELECTRIC OPERATED	2
69	BOWL CURRY CERAMIC WITH LID	6
70	BOWL SOUP CERAMIC	56
71	COASTER TEA / COFFEE	12
72	CRUET SET SALT AND PEPPER SS / PLASTIC	5
73	ICE CREAM CUP	5
74	CUP- TEA / COFFEE	59
75	SAUCER-TEA / COFFEE	137
76	DISH- LARGE- FLAT-CERAMIC	4
77	JUICE GLASS	15

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78	WATER GLASS	142
79	JUG-GLASS-WATER	24
80	JUG-PLASTIC-WATER	27
81	FULL PLATE CERAMIC	80
82	HALF PLATE CERAMIC	22
83	SUGAR POT	22
84	POT-MILK	19
85	TEA / COFFEE POT	34
86	SOUP SPOON (CERAMIC AND PLASTIC)	83
87	DOUBLE BED SHEET-COLOUR	10
88	SINGLE BED SHEET COLOUR	197
89	SINGLE BED SHEET -WHITE	271
90	WOOLEN BLANKET	38
91	SINGLE MATTRESS	37
92	PILLOW	57
93	PILLOW COVER	160
94	BATH TOWEL	195
95	AIRCONDTIONER WITH STABILIZER	36
96	FOOD WARMER ELECTRIC (BAIN MARIE) WITH 2 CONTAINERS	1
97	SS THREE SINK DISH WASHING TUB	1
98	SS WASHBASIN WITH 4 TAPS	1
99	TELEVISION -CRT-21 "	28
100	VEGETABLE CUTTING MACHINE	1
101	WORK-TABLE- SS	2
102	VESSEL RACK -SS	2
103	SS COOKING RANGE-TWO SETS OF TWO BURNERS	1
104	CHIMNEY WITH DUCT SYSTEM	1
105	FRESH AIR SYSTEM	1
106	DEEP FAT FRYER-ELECTRICALLY HEATED	2
107	HOT CASE-ELECTRICALLY HEATED (06 TRAY)	1
108	PLATE WARMER CUM STERILIZER-ELECTRICALLY HEATED	1
109	KUTHUVILAKKU WITH WOODEN PEDESTAL	1
110	DG GENERATOR SET-150 KW	1
111	CHANDELIER LIGHT	2
112	POS MACHINE	1

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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ANNEXURE – B

ROCKFORT HOUSE

AVAILABLE ASSETS

(EQUIPMENT, CROCKERY, CUTLERY, FURNITURE, LINEN ETC.)

SL NO	DESCRIPTION	QUANTITY
1	ALMIRAH WOODEN	3
2	ALMIRAH STEEL	5
3	CHAIR DINING WOODEN WITHOUT CUSHION	22
4	CHAIR DINING WOODEN WITH CUSHION	19
5	CHAIR WOODEN WITH ARMS REST	2
6	VISITORS CHAIR WITH CUSHION STEEL	6
7	VISITORS CHAIR WITH CUSHION WOODEN	55
8	CHAIR WOODEN WITH ARMS REST WIRE TYPE	10
9	CHAIR WOODEN WITH ARMS REST CUSHION TYPE (SOFA CHAIR)	16
10	CORNER TABLE ROUND WOODEN LOBBY	2
11	CENTRE TABLE RECTANGLE WOODEN – LOBBY	6
12	CENTRE TABLE WITH GLASS TOP	16
13	COT STEEL SINGLE	22
14	COT WOODEN SINGLE	95
15	CYCLE WITH CARRIER BSA	1
16	FAN WALL MOUNTED	7
17	KEY BOARD WOODEN	1
18	REFRIGERATORS GODREJ	1
19	SIDE BOARD WITH GLASS DOOR	1
20	SOFA SET THREE SEATER VELVET CUSHION	8
21	SOFA SET SINGLE SEATER VELVET CUSHION	2
22	SOFA SET SINGLE SEATER REXIN	72
23	DRESSING STOOL WOODEN WITH CUSHION	48
24	TEAPOY WOODEN	2
25	TV STAND CUM SHOWCASE WOODEN	2
26	DINING TABLE WOODEN	20
27	WRITING TABLE WOODEN (VARIOUS SIZES)	12
28	DRESSING TABLE WITH MIRROR	2
29	BED SIDE TABLE WOODEN WITH DRAWER	84
30	WRITING TABLE STEEL	2
31	WALL CLOCK ELECTRONIC	53
32	WATER HEATER (GEYSER)	51
33	WATER FILTER ACQUA GUARD	2
34	MAT RUBBER	59
35	BATHROOM MAT CLOTH	56
36	DINING TABLE MAT	42
37	BUCKETS PLASTIC	54

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38	MUG PLASTIC	101
39	DUST BIN PLASTIC	87
40	COAT HANGERS PLASTIC	221
41	WATER PURIFIER	2
42	AMENITIES TRAY	35
43	CASSEROLE / HOT PACK PLASTIC	3
44	CASSEROLE / HOT PACK SS	2
45	COOKING VESSEL SS VARIOUS SIZES	19
46	COOKING VESSEL ALUMINIUM VARIOUS SIZES	12
47	DOSAI TAWA	3
48	FORK SS AP	73
49	IDLY VESSEL ALUMINIUM	2
50	JARANI IRON	1
51	JARANI SS	3
52	KADAI ALUMINIUM	1
53	KADAI IRON VARIOUS SIZES	4
54	KADAI SS	1
55	KATORI CUP SS	175
56	KITCHEN LADDLES SS VARIOUS SIZES	38
57	KITCHEN LADDLE ALUMINIUM	1
58	KNIFE SS AP	65
59	LID SS VARIOUS SIZES	22
60	MASALA DABBA SS WITH 01 PLATE AND 05 CUPS	1
61	MUG SS –VARIOUS SIZES	7
62	PRESSURE COOKER VARIOUS SIZES	2
63	SS BASIN VARIOUS SIZES	9
64	SS JUG 1 LITRES FOR WATER	6
65	SS SAMBADAM WITHOUT LID	5
66	SS TEA KOOJA / KETTLE 4 LITRES CAPACITY	2
67	SS TUMBLER VARIOUS SIZES	64
68	SERVICE TRAY ALUMINIUM	6
69	SERVICE TRAY SS	7
70	SPOON SS AP	58
71	SPOON SS TEA / DESERT	88
72	SPOON SS TABLE SERVICE	19
73	SS PLATE THALI PLATE	30
74	SS TIFFEN CARRIER	2
75	STRAINER SS VEGETABLE	1
76	STRAINER ALUMINIUM VEGETABLE	1
77	TEA FLASK SS	21
78	TEA FLASK PLASTIC	1
79	WET GRINDER ELECTRIC OPERATED	1
80	WEIGHING MACHINE WITH WEIGHTS	1

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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81	CHEF N DISH SS SET	12
82	POT TEA / COFEE	29
83	POT MILK	17
84	POT SUGAR	17
85	CUP ICE CREAM	62
86	TEA / COFFEE CUP	30
87	TEA / COFEE SAUCER	76
88	FULL PLATE CERAMIC	133
89	PLATE QUARTER CERAMIC	96
90	DISH LARGE FLAT	10
91	BOWL ALEMBIC GLASS	5
92	BOWL CURRY CERAMIC	38
93	WATER GLASS	190
94	JUICE GLASS	109
95	CRUET SET SALT AND PEPPER SS	9
96	SOUP BOWL CERAMIC	94
97	SPOON SOUP CERAMIC	125
98	COASTER TEA / COFEE	36
99	WATER JUG GLASS	17
100	WATER JUG PLASTIC	65
101	BED SHEET SINGLE COLOUR	332
102	BED SHEET SINGLE WHITE	481
103	BATH TOWEL	261
104	PILLOW	131
105	PILLOW COVER	298
106	MATTRESS SINGLE	98
107	WOOLEN BLANKETS	40
108	AIR CONDITIONERS SPLIT TYPE	26
109	FOOD WARMER ELECTRICALLY HEATED (BAIN MARIE) WITH 04 CONTAINERS	2
110	REFRIGERATOR SAMSUNG DOUBLE DOOR	1
111	SS FOUR SINK DISH WASHING TUB	1
112	SOFA 3 SEATER LOBBY	12
113	TELEVISION LCD 60 CM / 22"	16
114	TELEVISION LED LG 42"	1
115	TELEVISION LED 24"	12
116	TELEVISION LED 32"	20
117	VEGETABLE CUTTING MACHINE	1
118	WORK TABLE SS	2
119	VEGETABLE RACK	1
120	VESSEL RACK SS	2
121	SS COOKING RANGE TWO SETS OF TWO BURNERS	1
122	NATARAJA STATUE	1
123	CHANDELIER LIGHT	1

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124	POS MACHINE	1
125	NON CONTACT THERMOMETER	1

ANNEXURE – C

APPROXIMATE QUANTITY & FREQUENCY OF CLEANING – KAILAS & ROCKFORT HOUSES							
Sl No	Description Of Work	Unit	Frequency	Forenoon	Afternoon	Kailas	Rockfort
1	CLEANING, WASHING						
A	Water Closet	No	Daily	6.00 to 11.30	13.00 to 16.30	31	51
B	Wash Basin	No	Daily	6.00 to 11.30	13.00 to 16.30	33	54
C	Urinal	No	Daily	6.00 to 11.30	13.00 to 16.30	8	-
D	Wash Trough	No	Daily	6.00 to 11.30	13.00 to 16.30	6	6
E	Bathroom	No	Daily	6.00 to 11.30	13.00 to 16.30	32	52
2	SWEEPING & SWABBING						
A	Sweeping and swabbing Room area	Sq.m	Daily	6.00 to 11.30	13.00 to 16.30	468	760
B	Sweeping and swabbing Dining area	Sq.m	Daily	6.00 to 11.30	13.00 to 16.30	1.7	234
C	Sweeping and swabbing Common area	Sq.m	Daily	6.00 to 11.30	13.00 to 16.30	10.68	2336
D	Cob-web removal in all areas	Sq.m	Once a week	6.00 to 11.30	13.00 to 16.30	10.87	2045
3	Sweeping and cleaning within compound area	Sq.m	Once a week	6.00 to 11.30	13.00 to 16.30	22.61	4127
4	DISPOSAL OF DEAD ANIMALS						
A	Cattle		As Required				
B	Dog, Monkey, Peacock, etc.		As Required				
C	Rat, Cat, etc		As Required				

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ANNEXURE – D

APPROXIMATE MONTHLY REQUIREMENT OF HOUSE LINEN LAUNDRY SERVICES AT KAILAS & ROCKFORT HOUSES		
ITEM DESCRIPTION	Kailas - QTY	Rockfort - QTY
BIG ITEMS (Double Bed Sheet - Colour, Double Bed Sheet - White, Single Bed Sheet - Colour, Single Bed Sheet - White, Bath Towel)	567	1008
SMALL ITEMS (Pillow Cover, Towel Hand, Napkin)	378	672
BLANKETS / CURTAINS	27	48
TOTAL	972	1728

ANNEXURE-E

APPROXIMATE MONTHLY REQUIREMENT OF HOUSEKEEPING CONSUMABLES AT KAILAS & ROCKFORT HOUSES				
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Sl No	ITEM DESCRIPTION	UNITS	ROCKFORT-Qty.	KAILAS-Qty.
1.	Bleaching Powder	Kg	6	4
2.	Exo Powder / Equivalent	Kg	15	13
3.	Phenol	Ltr	8	9
4.	Soap Oil	Ltr	8	5
5.	Perfume Liquid	Ltr	1	2
6.	Sanitary Colour Cubes	Pcs	--	60
7.	Naphthalene Balls	Kg	1	1
8.	Toilet cleaning acid / Equivalent	Ltr	1	2
9.	Dettol	Ltr	1	1
10.	Mop Threads	Set	8	4
11.	Flower Brooms	Pcs	9	5
12.	Coconut Brooms	Pcs	7	1
13.	Sundry Brush	Ea	--	2
14.	Cob web Remover	Ea	1	1
15.	Muthu Brush (Closet Cleaning Brush)	Ea	4	3
16.	Nylon Scrubber	Ea	6	4
17.	Harpic / Domex (Toilet Cleaner)	Ltr	2	1
18.	Colin (Glass cleaner)	Ltr	1	1
19.	Chrome Bath fittings cleaner	Ltr	0.25	0.25
20.	Odonil/ Wonder Fresh / Deo n Fresh (Air Freshener)	Pcs	50	30
21.	Dettol Hand wash	Ltr	5	5
22.	Duster Cloth	Pcs	8	4

ANNEXURE-F

1. PENALTIES

- 1.1 For any reduction in manpower below the minimum specified or as instructed by BHEL, in any 24 hours (3 shift) period, pro-rata deduction will be made from the bill for fixed monthly service charge for providing manpower in addition to penalty of Rs. 500/- (Rupees Five hundred only) per person per day below the minimum.
- 1.2 For failure to start Kailas House operations and deploy workmen within 15 days after intimation by BHEL, pro-rata deduction will be made from the bill for fixed monthly service charge for manpower cost in addition to penalty of Rs. 500/- (Rupees Five hundred only) per person per day below the specified or as instructed.
- 1.3 For failure to maintain biometric attendance and attendance register for staff on duty, penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to Pro-rata deduction as applicable from the fixed charges towards providing manpower.
- 1.4 Non-maintenance of proper records or non-submission of daily / weekly / monthly reports related to operations, inventory, maintenance, cash collection, occupancy, boarding, Guest amenities provided to the guests, House linen sent to the laundry, daily stock and consumption of Housekeeping consumables etc. as required by BHEL within the specified deadlines, will also attract penalty of Rs. 250/- (Rupees One thousand only) for every instance and will be deducted from monthly fixed charges.
- 1.5 If any discrepancy is observed in remittance of room payment due to BHEL, the contractor should set right discrepancies failing which BHEL is liable impose penalty of Rs. 250 per day till the date of remittance.
- 1.6 For non-maintenance of file in the Guest house office for preserving the Room Reservation Slips / Booking Chart sent from designated BHEL authorities a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 1.7 For non-availability or non-maintenance of asset register a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 1.8 For non-availability of suggestion book or complaint register and discouraging guests from registering complaints a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.9 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per guest will be levied for failure to collect duly filled-in and signed Feedback forms and Guest Amenities Forms. The Feedback forms and Guest Amenities Forms so collected are to be submitted to BHEL weekly failing which penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day for first instance and Rs. 500/- per day for subsequent instance will be levied and deducted from monthly fixed charges.
- 1.10 Failure to keep Feedback form and Guest Amenities Form along with the amenities in the room, a penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day for first instance and Rs. 500/- per day for subsequent instance within the same month will be levied and deducted from monthly fixed charges.
- 1.11 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied for non-submission of extra / Miscellaneous expenditure incurred towards Company's Guests including nil reports and will be deducted from monthly fixed charges.
- 1.12 For noncompliance with reasonable requests of guests that are not against BHEL's standing instructions a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.13 Inappropriate personal hygiene of contractor's employees or deployment of a sick person on duty will lead to fine of Rs. 1,000/- (Rupees One thousand only) for every instance and will be deducted from monthly fixed charges.

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- 1.14 Failure to conduct periodic health check-up of workers as required by BHEL will attract a fine of Rs. 1,000/- (Rupees One thousand only) for each person on each occasion and will be deducted from monthly fixed charges.
- 1.15 Severity of hygiene failure will be assessed and decided by BHEL and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash deducted from monthly fixed charges and / or summary Termination of the Contract.
- 1.16 Food poisoning, will invoke a hefty penalty to be decided at the sole discretion of BHEL, along with cancellation of contract and possible black-listing of the caterer.
- 1.17 Failure to maintain dedicated mobile number for manager / supervisor / in-charge and email ID along with computing facilities and internet connectivity will attract a penalty of Rs. 250 (Rupees Two hundred and fifty only) per day and will be deducted from monthly fixed charges.
- 1.18 For not reporting immediately to BHEL regarding non-functioning / malfunctioning of appliances/equipment a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.19 Failure to accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc. will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.20 Failure to Prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.21 For Telephone not manned or messages not taken properly or not passed on promptly a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.22 For not responding immediately to call or bell of guests a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.23 If any of the contractor's personnel is found to be indisciplined or discourteous, a penalty of Rs. 250/- (Rupees Two hundred and fifty only) per default will be imposed on each occasion. The decision of BHEL in this regard will be final and binding on the Contractor.
- 1.24 Using brands not permitted in the contract without prior permission or adulteration of food will invoke a fine of Rs. 1,000/- (Rupees One thousand only) for every instance and will be deducted from monthly fixed charges.
- 1.25 For Failure to display the full menu with boarding tariffs in all Guest Rooms and Dining Halls in addition to display of daily menu on each dining table using menu holders in specified size and language, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 1.26 For complaints from guests of poor service or quality of catering including room service based on feedback form penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges. The same is applicable for not getting up early in the morning or staying up late when required or not serving bed tea to guest's at specified time.
- 1.27 For failure to remove empty cups and saucers from the rooms immediately after service, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 1.28 Failure to use chafing dishes lit up with chafing fuel for each service or as instructed by guest house in charge, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees

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Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.

- 1.29 If the quality of milk is not found up to appropriate standard, or it is diluted, a fine of Rs. 500/- (Rupees Five hundred only) per instance would be imposed.
- 1.30 If BHEL finds that a certain meal was not cooked properly then a fine of Rs. 500/- (Rupees Five hundred only) per meal would be imposed.
- 1.31 Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of Rs. 5,000/- (Rupees Five thousand only) per incident.
- 1.32 Not wearing mask, caps and disposable gloves while serving food will attract a Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.33 Any complaints of insects and / or foreign objects (stone, hair, rope, cloth, plastic, etc.) cooked along with food found in any food item would invite a fine of Rs. 500/- (Rupees Five hundred only) per instance.
- 1.34 Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 500/- (Rupees Five hundred only) per meal.
- 1.35 If cooks are not changed as decided by the designated BHEL official, Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower. Above penalty is also applicable in case a professionally qualified / experienced cook is not available or is absent from duty and deducted from monthly fixed charges.
- 1.36 For deficiency in quality, quantity or number of guest amenities provided to guests including replenishment on request by the guest, cost thereof will be recovered from monthly bill in addition to penalty of Rs. 100/- (Rupees One hundred only) per occasion and will be deducted from monthly fixed charges.
- 1.37 Failure to provide Newspaper in occupied rooms and Lounges / reception will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.38 Failure to keep rooms neat and tidy immediately after they are vacated will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.39 Failure to change linen in the guest rooms on alternate days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.40 Failure to make beds and clean rooms, bathrooms and toilets daily will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.41 Failure to dust and clean ceilings, ceiling fans, windows, window panes and all common areas within specified days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.42 Failure to clean rooms and service areas twice a day will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.43 Failure to replenish deodorants and mosquito repellents will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.44 Failure to clean bathroom fittings and mirrors as specified will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.45 If Hygiene of dining hall, kitchen etc., not up to the desired standards penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five

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hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

- 1.46 Failing to post Qualified (Full-time course in Hotel Management / Catering Technology) Manager / In-Charge will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower.
- 1.47 The contractor should give certificate of antecedents of each of his employees from the local police station within specified period of 02 months failing which penalty of Rs. 250 (Rupees Two hundred and fifty only) will be imposed per person per day until police clearance is submitted.
- 1.48 Failure to wear full uniform including mask, gloves, shoes, socks, name plate, photo ID card, etc. at all times will attract Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 1.49 BHEL will inform the Contractor in writing regarding the specific deficiency for which deduction is made.
- 1.50 In case of any damages or loss caused to BHEL's premises or property due to any default or failure on the part of the contractor for providing services of the requisite standard or negligence of the contractor or his employees, the same would be recoverable from the dues to the contractor in addition to the civil or criminal liabilities.
- 1.51 A penalty equivalent to 5% of monthly bill value will be imposed on the contractor in the event of failure in making payment of wages within 7 days from the last day of wage period for immediate previous months work, and not obtaining the signature at the end of entries in the wage register from BHEL official, without waiting for clearance of his pending bills.
- 1.52 Penalty amounting to Rs. 100 per day for the first week after specified submission period and Rs. 150 per day for the second week after specified submission period and Rs. 300 per day after the second week from specified submission period till submission of bills, will be levied for failure to submit bills within a week after the end of each month in triplicate copies supported by proof of GST payment made against the invoice and other requisitions issued from time to time by BHEL.
- 1.53 Penalty will also be levied for not adhering to any other service clause in this document as follows:
 - 1.53.1 First violation of the service clause implies fine of Rs. 250/- (Rupees Two hundred and fifty only) per clause.
 - 1.53.2 Second and subsequent violations of the same clause within 30 days of previous fine will attract a fine of Rs. 500/- (Rupees Five hundred only).

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ANNEXURE-G

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLATS (C&PR)**

Room No: _____
Register No: _____

GUEST AMENITIES FORM: KAILAS / ROCKFORT HOUSE

AMENITIES 1.Toothbrush, 2. Toothpaste, 3. Soap, 4. Shampoo, 5. Hair Oil, 6. Comb, 7. Talcum Powder			
DATE	AMENITY	QTY	GUEST SIGN

GUEST PARTICULARS

STAY DURATION	FROM DATE		TO DATE	
NAME OF PRIMARY GUEST	Mr / Ms			

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ANNEXURE-H

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLAT (C&PR)**

Date: _____

HOUSE LINEN LAUNDRY FORM: KAILAS / ROCKFORT HOUSE

SL NO	LINEN DESCRIPTION	QTY
BIG CLOTHES		
1.	Double Bed Sheet - Colour	
2.	Double Bed Sheet - White	
3.	Single Bed Sheet - Colour	
4.	Single Bed Sheet - White	
5.	Bath Towel	
	TOTAL	
SMALL CLOTHES		
6.	Pillow Cover	
7.	Towel Hand	
8.	Napkin	
	TOTAL	
BLANKETS / CURTAINS		
9.	Blankets	
10.	Curtains	
	TOTAL	

REMARKS (IF ANY):

<u>SENT BY</u> (Name and signature) (Contractor's Representative)	<u>BHEL OFFICIAL / SECURITY</u> (Name and signature) (Authorised BHEL official / Security)
<u>RECEIVED BY</u> Date: (Name and signature) (Contractor's Representative)	<u>BHEL OFFICIAL / SECURITY</u> Date: (Name and signature) (Authorised BHEL official / Security)

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE - I

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLAT (C&PR)**

Date: _____

HOUSEKEEPING CONSUMABLES FORM: KAILAS / ROCKFORT HOUSE

SL NO	CONSUMABLE DESCRIPTION	UNIT	QTY
1.	Bleaching Powder	Kg	
2.	Exo Powder or equivalent	Kg	
3.	Phenol	Ltr	
4.	Soap oil	Ltr	
5.	Perfume Liquid	Ltr	
6.	Sanitary Colour Cubes	Pcs	
7.	Naphthalene Balls	Kg	
8.	Toilet cleaning acid or equivalent	Ltr	
9.	Dettol	Ltr	
10.	Mop threads	Set	
11.	Flower Brooms	Pcs	
12.	Sundry / tile Cleaning Brush	Ea	
13.	Coconut Brooms	Pcs	
14.	Cob web Remover	Ea	
15.	Muthu Brush (Closet Cleaning Brush)	Ea	
16.	Nylon Scrubber	Ea	
17.	Harpic / Domex (Toilet Cleaner)	Ltr	
18.	Colin (Glass Cleaner)	Ltr	
19.	Silvo (Chrome Bath fittings cleaner)	Ltr	
20.	Odonil / Wonder fresh (Air Freshener)	Pcs	
21.	Dettol Hand Wash	Ltr	
22.	Duster Cloth	Pcs	

3. REMARKS (IF ANY):

<u>RECEIVED BY</u>	<u>BHEL OFFICIAL / SECURITY</u>
(Name and signature) Contractor's Representative	(Name and signature) Authorised BHEL official / Security

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE - J

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLAT (C&PR)**

Date: _____

HOUSEKEEPING DAILY LOG: KAILAS / ROCKFORT HOUSE

Sl No	Description of work	Unit	Indicated Qty	Completed Qty.
1A.	Cleaning of Water Closet	No		
1B	Cleaning of Wash basin	No		
1C	Cleaning of Urinal	No		
1D	Cleaning of Wash trough	No		
1E.	Cleaning of Bath room	No		
2A	Sweeping and swabbing Room area	Sq.m		
2B	Sweeping and swabbing Dining area	Sq.m		
2C	Sweeping and swabbing Common area	Sq.m		
2D	Cob-web removal in all areas	Sq.m		
3	Sweeping and cleaning within compound area	Sq.m		
4A	Disposal of dead animals - Cattle		As Required	
4B	Disposal of dead animals - Dog , monkey, peacock etc.		As Required	
4C	Disposal of dead animals - Rat, cat etc.		As Required	

(Name & Signature)
Supervisor / In charge
Rockfort / Kailas House

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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ANNEXURE - K

SL NO	Description of the Items	Unit
1	Unlimited Breakfast Vegetarian (To be served as buffet): 1. Idly / Rava Idly / Dosa / Rava Dosa / Masala Dosa / Onion Oothappam / Tomato Oothappam / Poori with potato masala / Pongal, etc. (Any two items - to be varied every day - with variety chutney and sambar) 2. Vadai with chutney and sambar 3. Coffee / Tea / Milk	Per Head for Unlimited Quantity
2	Unlimited Veg Lunch / Supper (To be served as buffet): 1. Soup with Bread slices and Butter, Chips 2. Chapathi with sabzi or Poori with masala, 3. Variety rice - Vegetable fried rice / Pulao, etc. (Any 2 items - to be varied every day) 4. Deep fry poriyal, Koottu or Aviyal 5. Cutlet / Vadai / Bonda / Bajji / Pakoda, etc. / plain or with sambar or curd 6. Plain rice with Sambar / Dal / Vattal / More kulambu 7. Rasam, Curd or Curd Rice 8. Appalam, Pickle 9. Sweet + Banana / Seasonal fruit	Per Head for Unlimited Quantity
3	Continental Lunch / Supper 1. Soup with Bread slices and butter 2. Fried Fish / Fish Cutlet - Neimeen Seela or Vanjaram or Parai (100 gm) served with salad and sauce 3. Chicken (300 gm) or Mutton (125 gm) with boiled vegetables. 4. Sweet / pastry / pudding + Coffee / Tea	Per Head
4	Packed Breakfast / Tiffin: 1. Idly (4 Nos.) or Dosa / Oothappam (2 Nos), 2. Vadai (2 Nos, 25 gm each) with Chutney	Per Head
5	Packed Lunch / Dinner: 1. Chapathi / Roti / Phulka (2 Nos), 2. Variety rice like Tomato / Tamarind / Lime rice (150 gm), 3. Poriyal / Kootu (50 gm) 4. Curd Rice (150 gm) with pickle	Per Head
6	Non-Veg Side Dish: 1. Chicken 200 gm or Mutton 125 gm or Fish 150 gm (Neimeen or Seela or Vanjaram or Parai)	Per Head
7	Fresh Fruit Juice (180 ml)	Per Glass
8	Cornflakes with Milk and Sugar	Per Head
9	2 slices of Bread with Butter and Jam	Each
10	2 eggs served as Omelette / Scrambled, etc.	Each
11	Coffee / Tea / Milk (180 ml)	Per Cup
12	Pot Coffee / Tea/ Milk (2 cups)	Each
13	Fruit Salad (50 gm)	Each
14	Sweet (40 gm)	Each
15	Vadai / Bonda / Snack (25 gm)	Per Head

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

(B) Schedule-2:

1. **NAME OF WORK:** CATERING AND HOUSEKEEPING SERVICES FOR BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Outsourcing Transit Flat operations including catering and housekeeping for BHEL Transit Flat at Chennai for a period of one year likely from 18.02.2022.

2. **LOCATION & DETAILS OF BHEL TRANSIT FLAT AT CHENNAI**

IMPORTANT

Bidders are advised to inspect BHEL Transit Flat at Chennai before quoting. For obtaining permission, contact 0431-2577782 at least one working day prior to visit.

Address and Location	Plot No.7A, Inner Ring Road Ashok Nagar (opposite Udhayam Theatre) Chennai-600083 Tamilnadu
Contact no.	0431-24890204
Number of rooms	22 rooms (air-conditioned) <u>Ground Floor</u> Double-bed (3 Nos) <u>First Floor</u> Double-bed (2 Nos), Three-bed (2 Nos), Six-bedded (1 No) <u>Second Floor</u> Twin-bed (5 Nos), Four-bed (1 No), Six-bedded (1 No) <u>Ground Floor - Annexe</u> Twin-bed (4 Nos), Three-bed (3 No)
Total number of beds	59
Dining halls	2
Kitchen	1
Lounge	3 (One on each floor)
Office Room	1
Store Rooms	4

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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3. BILL OF QUANTITIES (BOQ) -BHEL TRANSIT FLAT AT CHENNAI

3.1 MINIMUM MANPOWER (To be provided on all days including Sundays and holidays. BHEL at its discretion can reduce or increase the minimum number of manpower required as per operational requirements.)

Description	Category	A-Shift (6 a.m. to 2 p.m.)	B-Shift (2 p.m. to 10 p.m.)	C-Shift (10 p.m. to 6 a.m.)	General Shift (8 a.m. to 4.30 p.m.)	Pax (No. of persons)
Supervisor	Supervisor	1	1			2
Receptionist	USW	1	1	1		3
Cook / Asst Cook	Skilled	1	1			2
Service	USW	1	1			2
Housekeeping	USW	1	1			2
Total pax per day						11

IMPORTANT

Estimated qty. per annum indicated in Col (4) below will be used for arriving at total housekeeping consumables cost for tender evaluation but should not be taken as firm commitment.

3.2 HOUSEKEEPING CONSUMABLES

Sl.No	Item	Unit	Qty
(1)	(2)	(3)	(4)
1	Bleaching Powder	Kg	36
2	Exo powder / Equivalent with ISI mark	Kg	96
3	Phenol / Equivalent with ISI mark	Ltr	48
4	Soap oil / Equivalent with ISI mark	Ltr	48
5	Perfume liquid for floor cleaning / Equivalent with ISI mark	Ltr	12
6	Naphthalene balls	Kg	12
7	Toilet cleaning acid / Equivalent with ISI mark	Ltr	12
8	Dettol	Ltr	12
9	Mop threads	Set	36
10	Flower brooms	No	48
11	Cobweb Remover	No	12
12	Muthu brush (Closet cleaning brush)	No	24
13	Nylon scrubber	No	36
14	Harpic/Domex (Toilet cleaner)	Ltr	12
15	Colin (Glass cleaner)	Ltr	6
16	Chrome bath fittings cleaner	Ltr	1
17	Odonil/Wonder Fresh / Deo-n-Fresh (Air Freshener)	No	300
18	Dettol Handwash	Ltr	60
19	Cloth Duster	No	48

3.3 GUEST AMENITIES (Brands as specified in Para 4.5.5)

IMPORTANT

Estimated qty. per annum indicated in Col (4) below will be used for arriving at total Guest Amenities cost for tender evaluation but should not be taken as firm commitment.

Sl.No	Item (Brands as specified in Para 4.5.5)	Unit	Qty
(1)	(2)	(3)	(4)
1	Toothpaste	No	1,848
2	Toothbrush	No	1,848
3	Hair Oil	No	1,848

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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4	Soap	No	1,848
5	Shampoo	No	1,848
6	Comb	No	1,848
7	Talcum Powder	No	1,848

3.4 HOUSE LINEN LAUNDRY

IMPORTANT

Estimated qty. per annum indicated in Col (4) below will be used for arriving at total House Linen Laundry cost for tender evaluation but should not be taken as firm commitment.

Sl.No	Item	Unit	Qty
(1)	(2)	(3)	(4)
1	Big Item (Double/Single Bedsheet - Colour/White, Bath Towel)	No	7,392
2	Small Item (Pillow Cover, Towel Hand)	No	3,696
3	Blanket/Curtain	No	300

3.5 CATERING SERVICES

IMPORTANT

Estimated qty. per annum indicated in Col (4) below will be used for arriving at total Food Cost for tender evaluation but should not be taken as firm commitment.

Sl.No	Item (as per menu specified in Para 4.4.27)	Unit	Qty
(1)	(2)	(3)	(4)
1	Veg Breakfast as per menu	No	4,500
2	Packed Breakfast as per menu	No	25
3	Veg Lunch/Dinner as per menu	No	3,000
4	Packed Veg Lunch/Dinner as per menu	No	25
5	Coffee/Tea/Milk (180 ml)	No	4,500
6	Fresh Fruit Juice (180 ml) as per menu	No	25
7	Corn Flakes with milk and sugar	No	25
8	2 eggs omelette/scrambled	No	25
9	2 Bread slices with butter and Jam	No	25
10	Pot Tea/Coffee, Pot Milk (2 Cups)	No	25
11	Fruit Salad (50 gms)	No	25
12	Sweets (40 gms)	No	25
13	Vada/Bonda/Snacks	No	50

4. SCOPE OF WORK - BHEL TRANSIT FLAT AT CHENNAI

4.1 MINIMUM MANPOWER

- ii. BHEL at its discretion can reduce or increase the number of manpower required as per operational requirements. Minimum staff to be deployed at Transit Flat at Chennai on all days will be as indicated in BOQ.
- iii. BHEL reserves the right for suspension or cancellation of Transit Flat operations in total or partially with prior intimation to the contractor as per operational requirements.
- iv. Daily manpower deployment and utilization will be as per need / requirement of BHEL and based on occupancy level and as per instructions of authorised BHEL official. BHEL at its discretion would reduce or increase the number of manpower required, as per Operational requirements.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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- v. Each contract personnel are eligible for statutory provisions viz. paid Weekly Off, National holidays and Earned Leave (EL) etc. The contractor should keep adequate reserve staff to maintain manpower as instructed in each category, in any 24 hours (3 shift) period.
- 4.1.1.1 For any reduction in manpower below the minimum specified / instructed by authorised BHEL official, in any 24 hours (3 shift) period, pro-rata deduction will be made from the bill for fixed monthly service charge for providing manpower in addition to penalty of Rs. 500/- (Rupees Five hundred only) per person per day below the minimum.

4.2 GENERAL ADMINISTRATION

- 3.6.1 Guest Occupancy Register provided by BHEL should be kept safely. As soon as the guest check-in necessary entries should be obtained.
- 4.2.1 Biometric attendance for contractor's staff on duty in each shift on all days of the year including Sundays and holidays to be sent through email on daily basis to the designated BHEL officials before 10 a.m. Biometric device to be provided by the contractor.
- 4.2.2 In addition to the biometric attendance, register should be maintained for recording the attendance of the contractor's staff in which signatures should be obtained from staff on duty in each shift on all days of the year including Sundays and holidays. BHEL will be the sole administrator for any changes to be made in biometric attendance.
- 4.2.2.1 For failure to maintain biometric attendance and attendance register for staff on duty, penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to pro-rata deduction of fixed charges towards providing manpower as applicable.
- 4.2.3 Daily Boarding Charts to be sent to BHEL with details (1) Guest Register No (2) Date (3) Room Number (4) Name of the primary guest (5) Number of accompanying family members (6) Details of Tea / coffee, Breakfast, Lunch / Dinner, snacks etc. served. (7) Value of the bill and bill number etc. in Microsoft Excel format (Format subject to change as per instructions from BHEL designated official) should reach BHEL through email before 10 a.m. every day including Sundays and holidays in addition to the Daily Boarding Charts maintained in respective Guest Houses without over writing.
- 4.2.3.1 Non-maintenance of proper records or non-submission of daily / weekly / monthly reports related to operations, inventory, maintenance, cash collection, occupancy, boarding, Guest amenities provided to guests, House linen sent to the laundry, daily stock and consumption of Housekeeping consumables etc. as required by BHEL within the specified deadlines, will also attract penalty of Rs. 250/- (Rupees One thousand only) for every instance and deducted from monthly fixed charges.
- 4.2.4 A file should be maintained in the Transit Flat office for preserving the Room Reservation Slips / Booking Chart sent from designated BHEL authorities.
- 4.2.4.1 For non-maintenance of file in the Transit Flat office for preserving the Room Reservation Slips / Booking Chart sent from designated BHEL authorities a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.5 An Asset Register should be maintained by the Contractor to ensure safe custody of company's properties which will be subject to periodic verification by BHEL. Contractor should assume full responsibility for maintaining all movable properties of BHEL located inside the Guest House. Monthly inventory statement is to be submitted along with the monthly bills without fail.
- 4.2.5.1 For non-availability or non-maintenance of asset register a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.6 Contractor is liable for replacement or repair of the company's properties at his own cost failing which repair or replacement cost incurred by BHEL will be deducted from the monthly bills submitted by the contractor.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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- 4.2.7 Contractor should maintain a suggestion book and complaints book for comments on services by Guests and adverse comments if any should immediately be brought to the notice of the designated BHEL official in charge of the Guest Houses & Transit Flat.
- 4.2.7.1 For non-availability of suggestion book or complaint register and discouraging guests from registering complaints instructions a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.8 Periodical review of Complaints Book will be done and if contractor or his staff is found responsible for deficiency in services / behaviour, suitable action will be taken by the company and partial / full security deposit shall be forfeited.
- 4.2.9 Contractor should ensure that the Feedback Form and Guest Amenities Form (ANNEXURE – G) (both formats are subject to change and as specified by BHEL and provided by the contractor) is kept in all guest rooms and pointed out to guest on check-in and collected back duly filled-in and signed by the guest.
- 4.2.9.1 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per guest will be levied for failure to collect duly filled-in and signed Feedback forms and Guest Amenities Forms. The Feedback forms and Guest Amenities Forms so collected are to be submitted to BHEL weekly failing which penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day for first instance and Rs. 500/- per day for subsequent instance will be levied and deducted from monthly fixed charges.
- 4.2.10 In addition to other daily / weekly / monthly / periodic reports / boarding charts / daily menu, etc. specified by BHEL, Contractor should submit daily reports in Microsoft Excel format (Format subject to change as per instructions from BHEL designated official) through email before 10 a.m. every day including Sundays and holidays for food and any other extra / Miscellaneous expenditure incurred towards Company's Guests including nil reports wherever applicable.
- 4.2.10.1 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied for non-submission of extra / Miscellaneous expenditure incurred towards Company's Guests including nil reports and deducted from monthly fixed charges.
- 4.2.11 Contractor should perform all catering and housekeeping 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 BHEL's own procedures and instructions. Contractor should perform the service to the satisfaction of BHEL and if any shortcoming is found, rectify the same as instructed by BHEL.
- 4.2.11.1 For noncompliance of instructions by BHEL designated official or reasonable requests of guests that are not against BHEL's standing instructions a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.12 Should BHEL find that the service provided by the Contractor is deficient and does not meet the requisite standards, BHEL reserves the right to deduct penalty as deemed fit for deficiency in service. However, BHEL will give the Contractor reasonable opportunity for rectification after pointing out the deficiency, before resorting to reduction.
- 4.2.13 Hygiene Standards: Contractor must ensure the health and hygiene of the workers employed by him and ensure periodical medical check-up as per the norms of the Factories Act 1948 and OHSAS norms.
- 4.2.13.1 Inappropriate personal hygiene of contractor's employees or deployment of a sick person on duty will lead to fine of Rs. 1,000/- (Rupees One thousand only) for every instance and deducted from monthly fixed charges.
- 4.2.13.2 Failure to conduct periodic health check-up of workers as required by BHEL will attract a fine of Rs. 1,000/- (Rupees One thousand only) for each person on each occasion and deducted from monthly fixed charges.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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- 4.2.13.3 Severity of hygiene failure will be assessed and decided by BHEL and fined appropriately. In case of gross failure / negligence a severe penalty will be imposed, which could be a hefty fine as cash deducted from monthly fixed charges and / or summary Termination of the Contract.
- 4.2.13.4 Food poisoning will invoke a hefty penalty to be decided at the sole discretion of BHEL, along with cancellation of contract and possible black-listing of the caterer.
- 4.2.14 Facilities provided by BHEL:
- 4.2.14.1 All available kitchen and room appliances / equipment, crockery, cutlery, furniture, linen, etc. (Annexure – A) will be provided by BHEL for use in the Transit Flat. Actual inventory will be verified and handed over to the custody of the successful bidder before commencement of the contract.
- 4.2.14.2 Water (Packaged water for drinking in dining hall and rooms will be reimbursed by BHEL when supported by supplier's bill), Electricity, Cable TV subscription.
- 4.2.15 Any other appliances, equipment, etc. required to provide the catering and house-keeping services specified in this document including adequate number of chafing dishes for keeping food warm for buffets including daily breakfast, lunch and suppers / dinners and any other special equipment, appliances or utensils required for special occasions including standby kitchen appliances like mixie, grinder, etc. in lieu of BHEL provided appliances that are under maintenance / repair, should be provided by the contractor at his own cost in addition to crockery and cutlery of quality equivalent to that provided by BHEL to meet additional requirements or any exigencies and to make up for breakages / damages.
- 4.2.16 Contractor should ensure at his own cost that the manager / supervisor / in-charge posted by him has a dedicated mobile number and email ID along with computer system & peripherals (printer, scanner etc.) and internet connectivity at the Transit Flat to send and receive email instructions / booking information and for submission of daily / weekly / monthly reports in Microsoft Excel format as required by BHEL.
- 4.2.16.1 Failure to maintain dedicated mobile number for manager / supervisor / in-charge and email ID along with computing facilities and internet connectivity will attract a penalty of Rs. 250 (Rupees Two hundred and fifty only) per day and deducted from monthly fixed charges.
- 4.2.17 All the items supplied by BHEL at its expense for the purpose of running the Transit Flat will be BHEL's property for all intents and purposes and the Contractor will have no right or claim on the same.
- 4.2.18 Liability towards any loss, theft, damage or breakage of the items entrusted to the Contractor should be borne by the Contractor.
- 4.2.19 All furniture, fixtures, equipment and articles provided as per inventory and all other furniture, fixtures, equipment and articles bought or made available by BHEL in the premises will remain to be the exclusive property of BHEL and on termination / expiry of this contract should be handed over by the Contractor to BHEL in the same order and condition in which they were at the beginning of the contract, except for reasonable wear and tear.
- 4.2.20 Contractor will be responsible for any damage to the building under the Contractor's charge and to the fittings, fixtures, furniture, equipment entrusted to the contractor when such damage is in the opinion of BHEL, caused due to negligence or carelessness or any fault on Contractor's part or that of his Supervisor or Workers and the Contractor will be liable to pay to BHEL such amount in respect of such damage as may be assessed by BHEL officials.
- 4.2.21 Cost of any missing items will be recovered from the Contractor in full.
- 4.2.22 Contractor should at all times keep and maintain all the articles in a clean, neat, hygienic and tidy order and condition. Contractor should maintain inventory of the stock of items given to him. An inventory statement giving clearly the break-up of the stock including usable items, unusable items due to normal wear and tear and breakage / missing, if any, should be submitted to BHEL by 10th of every month, which will be checked by the authorized official of BHEL.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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- 4.2.23 If any breakage takes place on account of negligence or mishandling of the equipment, utensils, crockery and cutlery as decided by BHEL, the Contractor will have to bear the entire cost in respect of such breakage.
- 4.2.24 The Contractor will have full responsibility of proper upkeep, maintenance (including replacement of spare parts) and custody of the appliances / vessels etc. handed over by BHEL.
- 4.2.24.1 For not reporting immediately to BHEL regarding non-functioning / malfunctioning of appliances / equipment a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.2.25 Losses due to breakage / theft / damage or loss of any such material / equipment / fixtures / furniture or damage due to poor and reckless handling will be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision by BHEL will be final and binding on the Contractor.

4.3 RECEPTION-CUM-FRONT OFFICE

- 3.6.2 When the guest checks-in, the Contractor / Contactor's staff should immediately attend to him, receive him, and allot the room specified by the designated officer of BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation Slips duly signed / Booking Chart sent by the designated officer. The contractor will neither allot rooms on his own nor disclose information relating to availability status to the guests for any reason.
- 4.3.1 When the guest checks-in, the Contractor / Contactor's staff should verify the identity of the guest and get the guest's name including accompanying family members / others entered in the Guest Register provided by BHEL. The signature of the primary guest to be verified with the signature in the identity card of the guest.
- 4.3.2 When the guest checks-in, the Contractor / Contactor's staff should accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc.
- 4.3.2.1 Failure to accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc. will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.3.3 When the guest checks-in, the Contractor / Contactor's staff should offer the guest tea / coffee / meals, etc., as required, depending on the time of arrival, on chargeable basis.
- 4.3.4 Computerized receipts / room Rent Bill Books (Cash / Credit) in triplicate will be supplied by BHEL and should be used by the contractor for all guests. However, Bill Books in triplicate for boarding charges should be arranged by the contractor. When the guest checks-out, the Contractor / Contactor's staff should prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest.
- 4.3.4.1 Failure to Prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.3.5 In case of employee on official duty, the Contractor should collect the charges from the guest towards Boarding charges only through POS machine (provided by the contractor) and obtain signature of the guest on the bill towards Lodging charges and the duplicate copy is to be submitted to the BHEL designated officials along with the statement of (1) Date (2) Guest Register number (3) Name of the guest (4) Designation (5) Staff number (6) Unit (7) Check In dated and time (8) Check out date and time (9) Number of days stay (10) Amount of debit (11) Bill number.
- 4.3.6 In case of Company's guests, the Contractor should raise the bill for Boarding charges, get them signed by the guest and submit them along with the monthly bill or as per the periodicity specified by BHEL for reimbursement of boarding charges by BHEL.

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- 4.3.7 In case of employee on personal visit or guest provided accommodation on chargeable basis as specified by BHEL, lodging charges should be collected through POS machines (provided by BHEL for payment to BHEL account) and lodging charges to be collected through POS machines (provided by the contractor) / Mobile banking app as per applicable rates.
- 4.3.8 The details of the remittance like (1) Guest register number (2) Name of the guest (3) Staff Number (4) Designation (5) Unit (6) Number of accompanying guests (7) Check-in date and time (8) Check out date and time (9) Number of days stay (10) Amount collected (11) Bill number (12) Reference No or Transaction ID if paid through POS / Mobile banking app to be sent in Microsoft Excel format (Format subject to change as per instructions from BHEL designated official) after remittance.
- 4.3.8.1 If any discrepancy is observed in remittance of room payment due to BHEL, the contractor should set right discrepancies failing which BHEL is liable to impose penalty of Rs. 250 per day till the date of remittance.
- 4.3.9 Carry the guest's luggage from the room to the vehicle.
- 4.3.10 Ensure that guests have not left behind in the room any belongings. If any belongings are found, immediately inform BHEL and also arrange for their return to the guest.
- 4.3.11 Ensure that room key is collected from the guest failing which cost of replacement of lock will be recovered from the Contractor.
- 4.3.12 Before check-out, the Contractor should ensure that the room occupied by the guest is in order with respect to assets of BHEL and loss, if any, is to be reported to the BHEL official / in-charge of the Guest House. A quick check is to be carried out before the guest leaves the guest house. Contractor is liable to pay total cost for any such damage or loss to BHEL property which has not been reported before departure of the Guest.
- 4.3.13 Contractor's staff should not seek any tips or favour from guests for services rendered.
- 4.3.14 During their stay, guests' miscellaneous needs like laundry, medicines, etc., are to be attended to and applicable charges collected from the guest at actuals, providing relevant bills. In cases where these services are to be rendered at BHEL's cost, the same will be intimated to the Contractor by the BHEL officials. However, the Contractor's staff should not extend any services like procurement of cigarettes or liquor which are prohibited in the Transit Flat.
- 4.3.15 To order newspapers / magazines as advised by BHEL, coordinating with newspaper agents and settling their bills at the end of the month. This will be reimbursed by BHEL along with the Contractor's monthly bill when supported by relevant suppliers' bills along with a date wise statement of room occupation and newspaper provided during that month.
- 4.3.16 Each contract personnel is eligible for statutory provisions viz. paid Weekly Off, National holidays and Leave etc., The contractor should keep adequate reserve staff to maintain minimum manpower in each category as instructed by authorised BHEL official or not less than indicated in BOQ table to comply with the statutory rules and regulation.
- 4.3.17 Telephone at the reception should be manned at all time by the contractor's staff.
- 4.3.17.1 For Telephone not manned or messages not taken properly or not passed on promptly a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.3.18 Contractor's staff should respond immediately to call or bell of guests.
- 4.3.18.1 For not responding immediately to call or bell of guests a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.3.18.2 If any of the contractor's personnel is found to be in disciplined or discourteous, a penalty of Rs. 250/- (Rupees Two hundred and fifty only) per default will be imposed on each occasion. The decision of BHEL in this regard will be final and binding on the Contractor.

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4.4 CATERING

- 4.4.1 Contractor will be responsible for preparation of breakfast, lunch and supper, tea and coffee, etc., as per the menu given in the Price Bid format.
- 4.4.2 Menu may need to be altered for specific guests, special occasions, programs or functions as desired by BHEL, within the overall scope of the menus / rates. For any extra item not included in the Price Bid format, contractor may charge additionally at rates mutually agreed with BHEL.
- 4.4.3 Raw material standards: Contractor must ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, products having Govt. enforced certification marks (fssai, Agmark) are only to be used.
- 4.4.4 BHEL's authorized official has the right to test the quality of food, reject any ingredient that may be found to be sub-standard. If any ingredient found to be inferior in quality in the opinion of BHEL or its authorized representative, the same should not be used and the contractor will replace the same immediately.
- 4.4.5 All raw materials used should be free from adulteration or any foreign material. Contractor should also ensure that the used edible oil is not re-used for any other cooking purpose. Fresh vegetables and milk / beverages should be used. Quality and storage of the raw materials and other ingredients are liable to be inspected at any time by authorized BHEL officials and should be improved / changed if so advised by BHEL.
- 4.4.6 List of brands to be used are furnished below (List is indicative and not exhaustive). In case of any deviation, prior approval to be obtained from the designated BHEL official.

INGREDIENT	BRANDS
Refined ground nut oil / sunflower oil	Fortune, Safola, Godrej, Sundrop
Ghee	Aavin, Amul, RKG, Aashirvaad
Butter / Cheese	Amul, Hatsun, Milky mist
Jam and Sauces	Kissan, Maggi, Heinz
Bread	Modern, Harvest, Nilgiris
Corn flakes	Kellogg's, Bagrry's
Rice for Lunch / Dinner	Superior White ponni - SS Brand
Basmati Rice for pulavs	India Gate, Red Fort

- 4.4.6.1 Using brands not permitted in the contract without prior permission or adulteration of food will invoke a fine of Rs. 1,000/- (Rupees One thousand only) for every instance and deducted from monthly fixed charges.
- 4.4.7 Contractor should take advance orders from guests staying in the rooms for daily food requirements. Only the BHEL official / in charge of Guest Houses & Transit Flat is authorized to place orders on the Contractor for any other official program, functions or special occasion.
- 4.4.8 Contractor should display the full menu with boarding tariffs in all Guest Rooms (in English of size 15 X 21 cm) and Dining Halls (Separate display boards in English, Hindi and Tamil of size 2 X 3 feet each) in addition to display of daily menu on each dining table (in English of size 15 X 21 cm) using menu holders.
- 4.4.8.1 For Failure to display the full menu with boarding tariffs in all Guest Rooms and Dining Halls in addition to display of daily menu on each dining table using menu holders in specified size and language, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.4.9 Contractor should provide healthy food to Guests as per the menu prescribed by BHEL. In exceptional cases, Contractor may have to prepare special food as required by Guests on medical grounds.
- 4.4.10 Contractor should procure and store sufficient quantity of high quality ingredients in a hygienic manner at his own risk in the guesthouses to ensure preparation of food in time.
- 4.4.11 Timings for services will be as informed by BHEL.

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- 4.4.12 Laying of tables setting for each service, display of chafing dishes (lit up with chafing fuel provided by the contractor during the entire service), filling of food as per the menu and replenishing with food from time to time on each service.
- 4.4.12.1 For Failure to use chafing dishes lit up with chafing fuel for each service or as instructed by guest house in charge, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.4.13 Every food preparation should be used for one-time service only and the left-over food should not be served during the next meal / service.
- 4.4.14 Contractor will be responsible for service of food and beverages in the Dining Halls and for Morning Tea / Coffee service in the respective Guest Rooms for all guests. Room Service should be provided to VIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons.
- 4.4.14.1 For complaints from guests of poor service or quality of catering including room service based on feedback form, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges. The same is applicable for not getting up early in the morning or staying up late when required or not serving bed tea to guest's at specified time.
- 4.4.14.2 If the quality of milk is not found up to appropriate standard, or it is diluted, a fine of Rs. 500/- (Rupees Five hundred only) per instance would be imposed.
- 4.4.14.3 If BHEL finds that a certain meal was not cooked properly then a fine of Rs. 500/- (Rupees Five hundred only) per meal would be imposed.
- 4.4.14.4 Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of Rs. 5,000/- (Rupees Five thousand only) per incident.
- 4.4.15 Contractor should provide efficient and prompt service to all Guests.
- 4.4.16 Contractor should ensure removal of empty cups and saucers from the rooms immediately after service.
- 4.4.16.1 For failure to remove empty cups and saucers from the rooms immediately after service, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 4.4.17 Contractor is solely responsible for preparation of all food under strictly hygienic conditions without any compromise. Disposable gloves, mask and cap should be worn by the catering staff while serving food failing which penalty will be imposed.
- 4.4.17.1 Not wearing mask, cap and disposable gloves while serving food will attract a Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.4.17.2 Any complaints of insects and / or foreign objects (stone, hair, rope, cloth, plastic, etc.) cooked along with food found in any food item would invite a fine of Rs. 500/- (Rupees Five hundred only) per instance.
- 4.4.18 All Contractor's staff on duty should be in good health and hygiene and should wear clean, washed and neatly pressed uniforms and shoes with socks, name plates and photo ID cards while on duty.
- 4.4.19 Contractor should ensure total cleanliness and regular cleaning of all kitchen facilities.
- 4.4.19.1 Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 500/- (Rupees Five hundred only) per meal.
- 4.4.20 Contractor should perform the above services to the satisfaction of the designated BHEL Guest House official. If any shortcomings are found, then on oral or written instruction, Contractor should

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rectify the shortcomings immediately failing which penalty at the sole discretion of BHEL is liable to be levied.

- 4.4.21 Contractor should ensure that cooks are professionally-qualified / experienced persons, well-versed in all types of Vegetarian, Non-Vegetarian and Continental food preparation. In case of deficiencies in cooking as decided by the designated BHEL official, cooks will need to be changed immediately by the Contractor.
- 4.4.21.1 If cooks are not changed as decided by the designated BHEL official, Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower. Above penalty is also applicable in case a professionally qualified / experienced cook is not available or is absent from duty and will be deducted from monthly fixed charges.
- 4.4.22 On special occasions at the Transit Flat or in any other location specified by BHEL, Contractor should be ready to undertake food arrangements as per the rate contract. For any arrangement not covered in the contract, payment will be made on production of bills duly certified by the authorized BHEL official in charge of Guest Houses.
- 4.4.23 If BHEL requires procurement of any outside food preparations, Contractor should arrange for the same and claim the expenditure in his regular bills enclosing the suppliers' bill wherever possible or claim the amount on self-certification basis.
- 4.4.24 Contractor may inspect the kitchen equipment, crockery and cutlery, etc. provided by BHEL at the Guest House and is free to make use of the same for providing the services specified in this contract. For any additional requirement, Contractor may bring his own equipment.
- 4.4.25 All cooking fuel costs will be borne by the Contractor and should be included in the cost of Food. Contractor will be responsible for booking and procurement of gas cylinders in time so as to ensure availability of sufficient fuel for Transit Flat operation on a continuous basis.
- 4.4.26 Contractor should attend to any / all catering requirements of BHEL whether covered contractually or otherwise, at pre-determined price as per the contract or mutually agreed rates.
- 4.4.27 Menu for food and beverage to be served as per Annexure – J.

4.5 HOUSEKEEPING

- 4.5.1 Contractor should provide Housekeeping services for all the rooms available in the Transit Flat and allied areas including lounges, dining halls, corridors, porticos, etc. Quantity and Frequency of cleaning is given in Annexure – B.
- 4.5.2 All the necessary housekeeping materials for the performance of services should be procured by the Contractor periodically at Contractor's expense.
- 4.5.3 Housekeeping consumables (approximate monthly requirement as given in Annexure – D) are to be brought inside Guest house premises in the presence of authorised BHEL official only and the Housekeeping Consumables Form (Annexure – H) signed by Contractor's representative and authorised BHEL official / security on each occasion.
- 4.5.4 Details of consumables, stock quantity and consumption is to be sent in excel format along with Daily MIR. Payment will be admitted and cleared for the actual quantity of housekeeping consumables used in maintaining the guest house.
- 4.5.5 Contractor will procure all the materials required for providing Guest amenities and extra items for all Guests including toothbrush toothpaste (20 gm), and sample bathing soap (35 gm), shampoo (5 ml), coconut oil (2 ml), pocket comb and talcum powder (15 gm). All such items should be of popular brands such as Dettol, Lifebuoy, Colgate, Close-Up, Oral B, Pepsodent, Meswak, Gillette, Lux, Cinthol, Rexona, Hamam, Medimix, Santoor, Clinic Plus, Pantene, Sunsilk, Parachute, Dabur, VVD. Payment will be admitted and cleared for the actual quantity of guest amenities provided to the guests.
- 4.5.6 Details of Guest Amenities, stock quantity and consumption is to be sent in excel format along with Daily MIR. Payment will be admitted and cleared for the actual quantity of Guest amenities provided to guests.

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- 4.5.7 Extra items like disposable razor, sachet shaving cream, and sachet body lotion, shower cap, etc. are to be provided for VIPs as specified by BHEL and the cost of the same will be reimbursed in the monthly bill.
- 4.5.7.1 For deficiency in quality, quantity or number of guest amenities provided to guests including replenishment on request by the guest, cost thereof will be recovered from monthly bill in addition to penalty of Rs. 100/- (Rupees One hundred only) per occasion and deducted from monthly fixed charges.
- 4.5.8 Contractor should provide one English Newspaper i.e. The Hindu in all occupied Guest Rooms. Lounges / Reception areas will have minimum two copies each of The Hindu and any other English / Tamil newspaper / magazine as directed from time-to-time by BHEL. Except for Lounges / Reception Areas for which newspapers are to be procured on a daily basis, procurement of newspapers for rooms will be occupancy-based. Expenditure towards the same will be borne by the Contractor and claimed from BHEL in the monthly bill.
- 4.5.8.1 Failure to provide Newspaper in occupied rooms and Lounges / reception will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 4.5.9 All Guest Rooms should be kept neat and tidy always as soon as they are vacated to enable BHEL to allocate the rooms at any time.
- 4.5.9.1 Failure to keep rooms neat and tidy immediately after they are vacated will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.10 All linen in Guest Rooms including towels, bedspreads, bed sheets and pillow covers should be changed on alternate days in the guest rooms.
- 4.5.10.1 Failure to change linen in the guest rooms on alternate days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.11 Contractor will be responsible for making the beds. All rooms, bathrooms and toilets are to be cleaned and mopped twice daily or more frequently, as required, and also as and when vacated by Guests, with high quality disinfectants such as Lizol, Harpic etc.
- 4.5.11.1 Failure to make beds and clean rooms, bathrooms and toilets daily will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.12 Ceilings, ceiling fans, windows, window panes, are to be cleaned regularly and in any case once in seven days while all common areas including lounges, corridors are to be swept and swabbed twice daily or more frequently as required.
- 4.5.12.1 Failure to dust and clean ceilings, ceiling fans, windows, window panes and all common areas within specified days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.13 All rooms and service areas are to be cleaned and washed twice a day by using cleaning agents such as Harpic, soap oil, phenol etc. on each time. Room fresheners and deodorants to be used in all the bathrooms, toilets.
- 4.5.13.1 Failure to clean rooms and service areas twice a day will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

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- 4.5.14 Bath rooms are to be replenished with Lavender fragrant deodorants such as Odonil, Wonder Fresh, Deo n fresh etc. and fragrant sanitary cubes to be provided in urinals. Mosquito repellent should be available at all time in all rooms and service areas like lounge dining halls etc. and is to be replaced as and when required.
- 4.5.14.1 Failure to replenish deodorants and mosquito repellents will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.15 Bathroom taps and chrome fittings should be cleaned once in seven days with cleaners such as Blueoxy, Silvo etc. Mirrors should be sprayed and wipe cleaned daily using glass cleaners such as Colin, 3M etc.
- 4.5.15.1 Failure to clean bathroom fittings and mirrors as specified will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.16 Contractor should maintain high standards of cleanliness and hygiene throughout the Guest House including Kitchen and dining halls.
- 4.5.16.1 If Hygiene of dining hall, kitchen etc., is not up to the desired standards penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 4.5.17 In case the contractor is asked to make extra arrangements like Fruits, Flowers, Snacks etc., during any event or visits of VVIPs, reimbursement at actuals will be made towards the same on production of relevant bills wherever possible.
- 4.5.18 Wherever it is not possible to produce the suppliers' bills, the contractor should claim the amount on self-certification basis duly certified by the designated BHEL official. Besides reimbursing the actual cost of such arrangements, BHEL may also reimburse the transportation cost to the contractor in connection with such arrangements. Reimbursement of transportation cost will normally be limited to auto fare.
- 4.5.19 Contractor should take care of miscellaneous requirements like replacement of batteries for clocks, remote control units of TVs / ACs, etc. and reimbursement claimed from BHEL. Guest Room amenities including furniture, linen, TV, refrigerator, AC, geysers, etc., should be regularly checked by the Contractor and weekly maintenance report including replacement of bulbs, batteries, repairs, etc., are to be submitted to BHEL.
- 4.5.20 Contractor should ensure proper functioning of all systems in the Guest House including electrical, electronic, sanitation and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, Contractor should arrange to engage a qualified person to get the problem solved with prior concurrence of the designated BHEL official and expenditure incurred, if any, towards the same may be claimed in the monthly bill if so instructed by BHEL.
- 4.5.21 The number of rooms, lounges, dining halls available in Transit Flat is indicated separately in the Price Bid format. Before submission of offer, bidders are strongly advised to visit the Transit Flat for making their own assessment.
- 4.5.22 Contractor should make proper flower arrangements in the dining halls and lounges.

4.6 LAUNDRY AND MAINTENANCE OF PREMISES

- 4.6.1 Contractor should take all required steps to ensure efficient and timely laundry services for the Transit Flat. Approximate monthly requirement for House linen laundry is given in Annexure – C.
- 4.6.2 Bed linen and towels should be regularly washed and kept in clean condition for use. Washing of table clothes, curtains, blankets etc., are to be carried out regularly as required.
- 4.6.3 House Linen is to be sent to and received from Laundry in the presence of authorised BHEL official only. House Linen Laundry Form (Annexure – G) should be signed by Contractor's representative and authorised BHEL official on each occasion.

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- 4.6.4 Details of House linen sent to and received from laundry should be sent in excel format along with Daily MIR. Payment will be admitted and cleared for the actual quantity of linen items sent to laundry.
- 4.6.5 Contractor should charge Guests for laundry of their clothes and collect charges for the same directly from the guests. In exceptional cases, on specific instructions from BHEL, Contractor may claim expenditure incurred for laundry for VIPs.
- 4.6.6 Bed linen, towels, napkins, curtains, furniture upholstery should be regularly washed and kept in clean condition at all times. Soiled / wrinkled linen should not be used in Guest Rooms or common areas on any account. Failure to comply will attract penalty as decided by BHEL and deduction of the same will be from the monthly fixed charges.
- 4.6.7 Contractor should bring washing equipment and provide detergents for laundry, if required.
- 4.6.8 Civil department will maintain the gardens in the Transit Flat. However, keeping the Transit Flat premises / compound neat and free from litter / debris will be the Contractor's responsibility.

4.7 CONTRACTOR'S PERSONNEL

- 4.7.1 Successful contractor will be responsible for smooth running of the Transit Flat and should post a team of qualified / experienced personnel under the leadership of a capable Manager / In-charge with a Full-time course in Hotel Management / Catering Technology and relevant experience who will report to the authorised BHEL official or in charge of Guest Houses & Transit Flat.
- 4.7.2 Substitute with the same qualification and experience should be posted immediately whenever the above manager / in-charge is absent.
- 4.7.2.1 Failing to post Qualified (Full-time course in Hotel Management / Catering Technology) Manager / In- Charge will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower.
- 4.7.3 Contractor will also maintain qualified / well-trained and competent Personnel for all services specified in the tender including and not limited to the following:
 - 4.7.3.1 Manpower required to prepare and serve meals of different cuisines including vegetarian, non-vegetarian and continental and to maintain the Transit Flat and surrounding premises in total cleanliness and hygienic conditions.
 - 4.7.3.2 Contractor's employees deployed on BHEL's premises should be physically fit and able-bodied with good eye sight and hearing power and should also be able to speak / converse fluently in the regional language where the Transit Flat is situated and should additionally understand English.
 - 4.7.3.3 Contractor should always maintain the minimum number of personnel as instructed by the authorised BHEL official or as indicated by BHEL in the Price Proforma. However, during any major event or visit of dignitaries, additional manpower as may be required to meet the work load, will have to be provided at no extra cost.
 - 4.7.3.4 Contractor should have sufficient reserve staff for substituting the workers against weekly off, leave etc. to comply with Factory Act 1948.
 - 4.7.3.5 If, at any stage during the contract period, BHEL observes that the personnel engaged by the contractor are not capable of carrying out the Catering and / or House Keeping services in the Transit Flat according to professional standards, BHEL will take steps as deemed necessary including termination of the contract, in the overall interests of Transit Flat operations.
- 4.7.4 The tenderer should get the character / antecedence consisting of Police verification, qualification, address and age of each and every worker deployed by them at the job premises and the same should be submitted to BHEL 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 Contract Awarding Executive by submitting the proof of identity and Medical certificate for fitness. Police verification of such workers should be furnished within 02 months of deployment.

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- 4.7.4.1 The contractor should give certificate of antecedents of each of his employees from the local police station within specified period failing which penalty of Rs. 250 (Rupees Two hundred and fifty only) will be imposed per person per day until police clearance is submitted.
- 4.7.5 Tenderer to ensure that the employees 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. Tenderer will be fully responsible for theft, burglary, fire or any mischievous deeds by their personnel. Tenderer will engage only such employee who are medically fit and are disciplined and will not employ any person below 18 and beyond 60 years of age.
- 4.7.6 The contractor should submit the list of workers, with complete details including local / permanent addresses, contact details, COVID 19 vaccination status and their photographs who may be allowed to work in the Transit Flat.
- 4.7.7 Contractor should ensure that the employees deployed in the guest house comply with all precautions (including vaccination, appropriate behaviour in the Transit Flat premises etc.) and instructions related to prevention of any infectious disease / pandemic / epidemic given by Central / State Govt. from time to time.
- 4.7.8 The tenderer should enclose the following documents in as proof of address and age of the contract workers along with the list of employee proposed to be deployed :
- (i) Ration card (ii) Aadhaar Card (iii) Voter ID (iv) School / College mark sheet as proof of age.
- 4.7.9 Contractor should ensure strict compliance with Child Labour (Prohibition and Regulation) Act 1986 and should not engage a person below the age of 18 years at any time for any work under this contract.
- 4.7.10 Contractor will be solely responsible for providing for all requirements of his employees, including and not limited to the following:
- 4.7.10.1 Payment of wages and all allowances as per applicable Central and State Govt. statutes and regulations.
- 4.7.10.2 Deduction, collection and payment of all taxes on behalf of his employees and compliances with all statutory requirements including but not limited to PF, ESI etc., and notifications made by any Government authority having jurisdiction.
- 4.7.10.3 Prompt replacement of any personnel whose performance is unsatisfactory or otherwise required to be changed for any other reason.
- 4.7.11 Personnel employed by the Contractor should be healthy in all respects and must produce medical certificates to substantiate the same as required by BHEL or BHEL's medical officer. Regular medical check-up should be done for all of the Contractor's employees once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical check-up by BHEL doctor / any other authorized doctor at any time on a cost-recovery basis.
- 4.7.12 All personnel posted by the Contractor at the Transit Flat should be trained to handle fire-fighting systems, administer First Aid in emergencies, etc.
- 4.7.13 In the interest of efficient operation of the Transit Flat, BHEL may seek change of staff belonging to the Contractor which he should comply with. However, the Contractor should not indulge in shifting his staff from BHEL Transit Flat to other clients without the permission of BHEL.
- 4.7.14 The Contractor should engage specified number of competent employees for running the Transit Flat on round-the-clock basis. All expenses on account of payment of salary / wages / provisions of food stuff / eatables for contractor's employees / uniforms / Personal Protective Equipment and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the contractor's employees should be met by the Contractor.
- 4.7.15 Contractor will have full control of his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. Contractor will be solely responsible for any claim arising out of employment or termination of employment of his employees and any other statutory payments.

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- 4.7.16 Contractor should fully indemnify BHEL for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments and the rules framed there under. Even though the Contractor will be solely liable for settlement of any claim made by any persons due to non-observance by the Contractor of any of the provisions or otherwise of the enactments cited above, BHEL reserves the rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by BHEL to the Contractor or in the absence of the same as debt due to BHEL from the Contractor.
- 4.7.17 Contractor should, whenever required by BHEL or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
- 4.7.18 Contractor should produce documentary evidence in proof of effecting the said statutory payments. Non-observance of the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld.
- 4.7.19 Contractor should maintain necessary Qualified / Trained competent personnel in each category of work, in accordance with the rules. They should meet all the requirements and fulfil all the activities mentioned in the schedule.
- 4.7.20 The personnel should have pleasing personality, be courteous, have good communication skills and experienced in serving high-level guests. Hence, the contractor should engage personnel who know Hindi / Tamil / English.
- 4.7.21 Weekly duty roster of the staff should be made available to BHEL on the last working day of each preceding week.
- 4.7.22 Identity Cards and Name Plates: Contractor should ensure that all staff engaged by him must wear and display colour Photo Identity Cards and Plastic Name Plates / Tags (Dark Blue Letters on white background) prominently on their uniform at all times while on duty. Photo ID Cards should be duly endorsed by the designated BHEL authority. All personnel of the Contractor will strictly follow the security regulations of BHEL.
- 4.7.23 BHEL has no responsibility whatsoever towards the Contractor's employees and the Contractor will be solely responsible for supervising and managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
- 4.7.24 The contractor should ensure that the minimum wages are paid to the employees as per the prevailing rules of Govt. of Tamilnadu which are applicable to General Engineering and Fabrication Industry, inclusive of Bonus after remitting PF and ESI contributions ONLY in their respective bank accounts by means of NEFT / RTGS. While submitting the bills, the contractor should submit a proof of payment made to the employees through bank along with PF and ESI contribution challans to Welfare section every month.
- 4.7.25 Contractor will be solely responsible for the operations of the Transit Flat. The operations will be monitored at all times by the designated officials of BHEL. Contractor will ensure availability of a supervisor on round-the-clock basis for contact by the designated officials of BHEL.
- 4.7.26 Contractor should employ only such personnel under this contract, who are medically fit. BHEL has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, clinical, and medical or on disciplinary grounds.
- 4.7.27 Contractor should comply with the provisions of all the Govt. Statutes and Regulations including the following:
- 4.7.27.1 Factories Act 1948
 - 4.7.27.2 Contract Labour (Regulation and Abolition) Act 1970
 - 4.7.27.3 Child labour (Prohibition and Regulation) Act 1986
 - 4.7.27.4 ESI Act 1948
 - 4.7.27.5 Employees Compensation Act 1923

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4.7.27.6 Employees Provident Fund and Miscellaneous Provisions Act 1952

4.7.27.7 Minimum Wages Act 1948

4.7.27.8 Payment of Wages Act 1936

4.7.27.9 Payment of Bonus Act 1965

4.7.27.10 Payment of Gratuity Act 1972

4.7.27.11 Catering Establishment Act 1958

4.7.27.12 Industrial Establishment (National and Festival Holidays) Act 1958

4.7.27.13 Any other Laws and Rules as may be applicable to contract workers from time to time including obtaining of license under Contract Labour (Regulation and Abolition) Act. Contractor should produce registers, Income Tax returns and records and comply with other directions issued by BHEL for compliance of the above statutory provisions.

4.7.28 BHEL will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding Contractor's staff.

4.7.29 Contractor should comply with all operational rules and regulations, including security and disciplinary rules framed by BHEL and made applicable to the whole or part of the premises wherein the Contractor or his employees happen to be working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor should immediately remove such employees from BHEL's premises and indemnify BHEL for any loss on such violation of the rules and regulations.

4.8 STAFF UNIFORMS

4.8.1 Contractor should provide minimum two sets of uniforms / PPE as applicable at his own cost to his staff as indicated below and must ensure that all his personnel turn out in clean, neat and appropriate uniforms and black formal shoes and socks at all times while on duty.

4.8.2 Manager / In-Charge: White Full sleeved shirt + Dark Blue pant + Deep Blue Tie

4.8.3 Housekeeping / Catering Staff: Light Blue shirt + Dark Blue pant

4.8.4 Front Desk: White Full sleeved shirt + Dark Blue pant

4.8.5 Catering staff: White Full sleeved shirt + Dark Blue pant + cap

4.8.6 Cook / Kitchen Staff: White shirt + Dark Blue pant + apron + chef's cap

4.8.7 For Female Staff: Blue Saree with Navy blue Blouse and Navy blue Over coat or Blue Chudidar with Navy blue Chudidar bottom pants and Navy blue Over Coat.

4.8.8 All uniformed staff: Black shoes and black socks.

4.8.9 Company's logo on uniform and name plate to be provided by contractor at his cost along with Photo Identity Cards verified by BHEL.

4.8.10 Clean and smart turnout along with regular shaving for all the staff.

4.8.11 Contractor should provide mask and gloves and ensure wearing of mask and gloves at all times while on duty for all the contractor's staff.

4.8.11.1 Failure to wear mask and gloves at all times will attract Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

4.8.12 All personnel should wear mask, caps and use transparent disposable gloves while serving food. In case any employee of the Contractor does not report for duty in uniform, the same may be condoned only once a month.

4.8.12.1 Failure to wear full uniform including shoes, socks, name plate, photo ID card, etc. and not wearing mask, caps and disposable gloves while serving food will attract Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred

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only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

4.9 ACCOUNTING, SUBMISSION AND PROCESSING OF BILLS

- 4.9.1 Contractor should properly account for the food items served which are liable to be checked and counter-checked as per the systems specified by BHEL.
- 4.9.2 The contractor should ensure collection of room rent from the paying guest through POS machines (provided by BHEL for remittance to BHEL account). The same has to be properly accounted for with necessary paper work and details should be regularly submitted to Guest house section on every Wednesday.
- 4.9.3 In case of Company Guests for whom BHEL will make payment, the Contractor should keep proper account of various claims against Food and other Miscellaneous Items. In case of making miscellaneous items by purchasing the same from outside, the Contractor should produce Bills of such purchases along with his claim.
- 4.9.4 Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the BHEL officials or the auditor appointed by BHEL.
- 4.9.5 Payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared.
- 4.9.6 Payment will be admitted and cleared, after verification of Guest Amenities Form (Annexure – F), for the actual quantity of guest amenities provided to the guests.
- 4.9.7 Payment will be admitted and cleared, after verification of House Linen Laundry Form (Annexure – G) by the authorised BHEL official, for the actual quantity of linen items sent to laundry.
- 4.9.8 Payment will be admitted and cleared, after verification of Housekeeping Consumables Form (Annexure – H) and consumption report for the month (based on daily MIR) by the authorised BHEL official, for the actual quantity of Housekeeping consumables used.
- 4.9.9 Contractor is fully responsible for the wastages of food items prepared at the Transit Flat. So, any wastage of food items will have to be borne by the Contractor.
- 4.9.10 Payment will be made after completion of work on pro-rata basis based on actual work executed as per BOQ / actual deployment of manpower / instructions of BHEL's official after acceptance and certification of BHEL's official.
- 4.9.11 Contractor will be responsible for making payment of wages of his employees through bank into the individual employees bank accounts within 7 days from the last day of wage period through EFT and produce bank document in support of the same. The contractor should also obtain the signature at the end of entries in the wage register from BHEL official of contract operating department.
- 4.9.11.1 A penalty equivalent to 5% of monthly bill value would be imposed on the contractor in the event of failure in making payment of wages within 7 days from the last day of wage period for immediate previous months work, and not obtaining the signature at the end of entries in the wage register from BHEL official, without waiting for clearance of his pending bills.
- 4.9.12 Along with bills, Contractors has to furnish copy of the following documents for further processing of bills:
- 4.9.12.1 The Contractor should submit the bill within a week after the end of each month in triplicate copies detailing the various items of work done during the month supported by the requisitions issued from time to time.
- 4.9.12.2 Penalty amounting to Rs. 100 per day for the first week after specified submission period and Rs. 150 per day for the second week after specified submission period and Rs. 300 per day after the second week from specified submission period till submission of bills, will be levied for failure to submit bills within a week after the end of each month in triplicate copies supported by proof of GST payment made against the invoice and other requisitions issued from time to time by BHEL.

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4.9.12.3 Proof of payment of GST to be forwarded along with the bill failing which BHEL will not be able to make payment against the invoice as per existing government guidelines.

4.9.12.4 The salary/wages to the workmen concerned to be remitted through online mode in the bank account of the workmen and relevant Bank statement / proof for Bank payment should be produced along with PF and ESI challans.

4.9.12.5 Details, as instructed by authorised BHEL official in excel format, of summary of Guest amenities provided to guests along with the Guest Amenities Form duly (Annexure – F) filled in and signed by the guest. Payment for the Guest amenities provided to the guests will be made on actual quantity provided to the guests after verification of the specified Forms.

4.9.12.6 Details, as instructed by authorised BHEL official in excel format, of summary of House linen sent to laundry with Form (Annexure – G) duly filled in and signed by representatives of Contractor and BHEL official / Security. Payment for the house linen laundry will be made on actuals after verification of the specified Forms.

4.9.12.7 Details, as instructed by authorised BHEL official in excel format, of summary of Housekeeping consumables used with Form (Annexure – H) duly filled in and signed by representatives of Contractor and BHEL official / security. Payment for the Housekeeping consumables will be made on actual quantity used after verification of the specified Forms.

4.9.12.8 Any other relevant document which is required from time to time as per BHEL requirement.

4.9.13 Payment will be made after completion of work on pro-rata basis based on actual work executed after acceptance and certification of BHEL's official. Payment shall be made after 45 days of submission of bill complete in all respect including copies of attendance sheet, biometric attendance, wage register, proof of payment to workmen through bank, proof of PF / ESI payment, proof of GST payment made against the invoice.

4.9.14 Contractor's bill can be processed for payment only on submission of all supporting documents including proof of attendance, personal payments, statutory payments like ESI, PF, GST, including monthly MIR on occupation, boarding details, details of remittance of room rent collected from the paying guests, statement of inventory, consolidated statement of manpower with biometric attendance details etc. BHEL will make payment only through the Electronic Fund Transfer (EFT) method.

5. CONTRACT PERIOD AND PLACE OF WORK - BHEL TRANSIT FLAT AT CHENNAI

Outsourced Transit Flat operations including catering and housekeeping for Transit Flat at Chennai.

1. Duration of the contract: **Twelve months** from the date of award of contract.
2. The work should be carried out at BHEL Transit Flat at Chennai.

6. LIQUIDATED DAMAGES (LD)/PENALTY: - BHEL TRANSIT FLAT AT CHENNAI

6.1 Start of services should be made by the contractor in accordance with the time schedule specified in the work order.

6.2 In case the services are not started on the stipulated date as indicated in the work order, BHEL reserves the right to cancel the work order and/or recover liquidated damage charges to the extent of the charges incurred by BHEL in making alternative arrangements along with penalty of Rs. 1000/- per day for the delay period.

6.3 Cancellation of the work order shall be at the risk and responsibility of the contractor and BHEL reserves the right to award the work at the risk and cost of the defaulting contractor.

6.4 Penalties as per Annexure - E.

7. PAYMENT TERMS: - BHEL TRANSIT FLAT AT CHENNAI

7.1 Payment will be made after completion of work on pro-rata basis based on actual work executed as per BOQ after acceptance and certification of Area in charge (BHEL Executive). Payment shall be made after 45 days of submission of bill complete in all respect.

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7.2 Along with bills, Contractors has to furnish copy of the following documents for further processing of bills:

7.2.1 The Contractor should submit the bill within a week after at the end of each month in triplicate copies detailing the various items of work done during the month supported by the requisitions issued from time to time.

7.2.2 Any other relevant document which is required from time to time as per BHEL requirement.

7.3 The Contractor should, once in every month, submit to the **authorised BHEL official separately** details of their claims for the work done by them up to and including the previous. He should in addition furnish a clear certificate to the effect that the claims submitted by him as aforesaid cover all his claims and that no further claims should be raised by him in respect of the work done up to and including the period under report. Payment will be at the sole discretion of BHEL.

7.4 The proof of execution of work should be submitted along with each bill (printed form with covering letter and proof for execution of work).

7.5 If the Contractor is not registered for any statutory obligation and not liable thereto, then a declaration should be submitted along with offer that they are within the threshold limit.

7.6 No advance may be paid for operational or any other expenses.

7.7 Goods and Services tax will be payable extra by BHEL at prevailing rates and corresponding TDS will be made as per Government norms.

ANNEXURE – A

CHENNAI TRANSIT FLAT

AVAILABLE ASSETS

(EQUIPMENT, CROCKERY, CUTLERY, FURNITURE, LINEN ETC.)

SL No	DESCRIPTION	QTY
1	ALMIRAH WOODEN	20
2	ALMIRAH STEEL	5
3	ASH TRAY	1
4	BI CYCLE	1
5	BUCKETS PLASTIC	108
6	CHAIR DINING WOODEN	56
7	CHAIR PLASTIC	6
8	COAT HANGERS PLASTIC	73
9	COAT HANGERS WOODEN	118
10	COT WOODEN DOUBLE	5
11	COT WOODEN SINGLE	53
12	DUST BIN PLASTIC/METAL	59
13	EMERGENCY LAMP	14
14	FIRE EXTINGUISHER	6
15	FLOOR MAT(BIG) ROOM NO 1	1
16	FLOWER VASE	19
17	INCANDESCENT (READING LAMP)	1
18	KEY BOARD WOODEN	1

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19	LAMPS TABLE	13
20	DINING TABLE MAT	32
21	DOOR MAT	38
22	BATH ROOM MAT	29
23	MODEM NET	3
24	MUG PLASTIC	104
25	NAPKIN STAND GLASS	1
26	PLASTIC WIRE FRUIT TRAY	1
27	REFRIGERATORS WITH STABILISER SINGLE DOOR&90L WITHOUT STABILISER	3
28	SET TOP BOX DTH	13
29	SOFA SET 3 SEATER WITH 2 SINGLE SEATER	2 set
30	SOFA SET 3 SEATER WITH 4 SINGLE SEATER	1 set
31	SOFA SINGLE SEATER	22
32	SOFA SINGLE SEATER WITH WHEEL	1
33	STEEL RACK	3
34	DRESSING STOOL WITH WHEEL	10
35	STOOL PLASTIC	2
36	DINING TABLE WOODEN	7
37	SMALL TABLE WITH 2 DRAWERS	2
38	TABLE STEEL	4
39	BED SIDE TABLE WOODEN	56
40	COMPUTER TABLE	3
41	COMPUTER TABLE WITH 3 DRAWERS	1
42	TEAPOY CENTRE TABLE TOP & BOTTOM GLASS	5
43	TV STAND	18
44	UPS	5
45	WALL CLOCK ELECTRONIC	37
46	WATER COOLER	3
47	WATER HEATER (GEYSER)	25
48	WOODEN CHAIR WITH CUSHION	34
49	MOSQUITO REPELLENT ALL OUT	36
50	TV REMOTE	21
51	A/C REMOTE	8
52	BEDSIDE LAMP	15
53	LOCK	4
54	SIDE TABLE HAVANA WOODEN	8
55	CENTRE TABLE ECOSTAR WOODEN	2
56	CEILING FAN 1200 MM 48" SWEEP	5

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57	COAT HANGERS STEEL/ALUMINIUM	65
58	LOCKER STEEL SMALL GODREJ	1
59	ROOM HEATER	15
60	SIDE RACK SS – 06 SHELVES	2
61	SUKAM INVERTER WITH FOUR BATTERIES	1
62	TABLE WOODEN FOR WRITING	12
63	VACUUM CLEANER	1
64	OIL FILLED ROOM HEATER	13
65	CHEPPAL BATHROOM	11
66	CALLING BELL WITH REMOTE	1
67	EXTENSION CORD ELECTRICAL	5
68	GAS LANTERN	3
69	IRON BOX	1
70	HOSE PIPE	1
71	CHAIR WRITING TABLE WOODEN	11
72	LADDER ALUMINIUM	1
73	TABLE SERVICING WOODEN	1
74	CHAIR SINGLE SEATER ARMED	22
75	TEAPOY – CENTER TABLE (CENTER GLASS ON TOP)	11
76	BOWL CURRY CERAMIC VARIOUS SIZES	16
77	CRUET SET SALT & PEPPER CONTAINERS	19
78	TEA/ COFFEE CUP	10
79	TEA/ COFFEE SAUCER	42
80	FULL PLATE CERAMIC	99
81	QUARTER PLATE CERAMIC	60
82	SOUP BOWL CERAMIC	21
83	SOUP SPOON CERAMIC	9
84	GLASS WATER	4
85	BASIN SS VARIOUS SIZES	4
86	COCONUT SCRAPER	1
87	TISSUE PAPER HOLDER	3
88	POT TEA COFFEE CERAMIC VARIOUS SIZES	20
89	POT MILK CERAMIC	6
90	POT SUGAR CERAMIC	4
91	COOKING OVEN GAS STOVE 03 BURNER	
92	ALUMINIUM SAMBADAM (BIG)	2
93	BREAD TOASTER ELECTRIC	
94	BUCKET SS	9

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95	CASSEROLE/HOT PACK PLASTIC	20
96	CASSEROLE/HOT PACK SS	20
97	COOKING OVEN GAS STOVE DOUBLE BURNER	1
98	COOKING OVEN GAS STOVE SINGLE BURNER	1
99	COOKING VESSEL SS VARIOUS SIZES	13
100	COOKING VESSEL ALUMINIUM VARIOUS SIZES	10
101	CYLINDER BIG	3
102	FLASK PLASTIC	27
103	FLASK S	34
104	FORK SS AP	123
105	IDLY VESSEL BIG	2
106	JARANI SS	6
107	KADAI ALUMINIUM VARIOUS SIZES	12
108	KATORI CUP SS	482
109	KITCHEN LADLES SS VARIOUS SIZES	30
110	BUTTER KNIFE	50
111	MIXIE HEAVY DUTY	4
112	MUG SS	2
113	PRESSURE COOKER HINDALIUM	13
114	RICE LADLE	1
115	SERVICE TONG SS	11
116	SERVICE TRAY PLASTIC	6
117	SERVICE TRAY SS (VARIOUS SIZES)	14
118	SPOON SS AP	147
119	SPOON SS TEA/ DESERT	140
120	SS PLATE THALI PLATE	120
121	SS TUMBLER	43
122	SS WATER JUG	42
123	STRAINER SS	1
124	TAWA DOSAI	5
125	TAWA NON STICK	3
126	WET GRINDER WITH COCONUT SCRUBBER	4
127	ELECTRIC RICE COOKER	3
128	FRY PAN	5
129	KADAI IRON BIG SIZE	1
130	PAN ALUMINIUM	4
131	IDLY VESSEL SS(SMALL SIZE)	3
132	DOSAI RANGE	1

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133	JUG PLASTIC	41
134	PRESSURE COOKER SS	1
135	FILTER FOR COFFEE	4
136	MIXIE JAR	8
137	DOSAI TIRUPPI	2
138	STRAINER TEA (STEEL WIRE MESH)	10
139	OIL STRAINER SS	2
140	STRAINER VEGETABLE SS	2
141	SAUCE PAN ALUMINIUM WITH HANDLE	4
142	SAUCE PAN SS	2
143	KETTLE ELECTRIC	1
144	KNIFE KITCHEN PURPOSE	6
145	PICKLE STAND STEEL	2
146	SS SPOON TABLE SERVICE	16
147	STRAINER RICE SS	2
148	PLASTIC CONTAINERS VARIOUS SIZE	24
149	WET GRINDER (3 LTR)	1
150	JUICER ELECTRIC	1
151	MILK POT SS (2 LTR)	1
152	VEGETABLE CUTTING BOARD	1
153	BED SHEET COLOUR DOUBLE	44
154	BED SHEET WHITE DOUBLE	90
155	BED SHEET WHITE SINGLE	341
156	BLANKETS WOOLLEN SINGLE	44
157	CURTAIN DOOR	36
158	CURTAIN WINDOW	60
159	MATTRESS DOUBLE	3
160	MATTRESS SINGLE	82
161	PILLOW	113
162	PILLOW COVER (WHITE & COLOUR)	351
163	BATH TOWEL VARIOUS SIZES	671
164	CARPET MINI (RUGS)	35
165	CARPET BED SIDE SMALL	6
166	QUILT KING SIZE DOUBLE COT	2
167	TOWEL HAND	25
168	NAPKIN	25
169	TABLE CLOTH	2
170	AIR CONDITIONERS WINDOW TYPE	2

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171	AIR CONDITIONER SPLIT TYPE WITH STABILISER 2 TON	4
172	AIR CONDITIONER SPLIT TYPE WITH STABILISER 1.5 TON	23
173	TELEVISION CRT SAMSUNG	19
174	TELEVISION CRT SONY	3
175	TELEVISION LED	12
176	PERSONAL COMPUTER	4
177	PRINTER	5
178	WASHING MACHINE SIEMENS	1
179	SOFA SET 2 SEATER	7
180	REFRIGERATOR DOUBLE DOOR	1
181	COT WOODEN DOUBLE KING SIZE	2
182	MATTRESS DOUBLE KING SIZE	2
183	REFRIGERATOR LG (300 LTRS)	1
184	SOFA SET- CONSISTS OF ONE 3 SEATER WITH 2 SINGLE SEATER	3
185	TELEVISION LCD 32" PHILIPS	1
186	COT WOODEN SINGLE	22
187	CARPET LOUNGE BIG	1

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ANNEXURE – B

APPROXIMATE QUANTITY & FREQUENCY OF CLEANING – CHENNAI TRANSIT FLAT						
SL NO	DESCRIPTION OF WORK	UNIT	FREQUENCY	CLEANING TIME (FOR THE TOTAL QUANTITY IN A DAY / WEEK / MONTH		QUANTITY AS FREQUENCY INDICATED
				FN	AN	CHENNAI TF
1	CLEANING, WASHING					
A	Water Closet	Each	Daily	6.00 to 11.30	13.00 to 16.30	25
B	Wash Basin	Each	Daily	6.00 to 11.30	13.00 to 16.30	30
C	Urinal	Each	Daily	6.00 to 11.30	13.00 to 16.30	0
D	Wash Trough	Each	Daily	6.00 to 11.30	13.00 to 16.30	4
E	Bathroom	Each	Daily	6.00 to 11.30	13.00 to 16.30	25
2	SWEEPING & SWABBING					
A	Sweeping and swabbing Room area	Sq.m	Daily	6.00 to 11.30	13.00 to 16.30	382
B	Sweeping and swabbing Dining area	Sq.m	Daily	6.00 to 11.30	13.00 to 16.30	284
C	Sweeping and swabbing Common area	Sq.m	Daily	6.00 to 11.30	13.00 to 16.30	600
D	Cob-web removal in all areas	Sq.m	Weekly	6.00 to 11.30	13.00 to 16.30	824
3	DISPOSAL OF DEAD ANIMALS					
A	Cattle		As Required			
B	Dog, Monkey, Peacock, etc.		As Required			
C	Rat, Cat, etc		As Required			

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT &KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE – C

APPROXIMATE MONTHLY REQUIREMENT OF HOUSE LINEN LAUNDRY SERVICES AT CHENNAI TRANSIT FLAT	
ITEM DESCRIPTION	QTY
BIG CLOTHES (Double Bed Sheet - Colour, Double Bed Sheet - White, Single Bed Sheet - Colour, Single Bed Sheet - White, Bath Towel)	462
SMALL CLOTHES (Pillow Cover, Towel Hand, Napkin)	308
BLANKETS / CURTAINS	25
TOTAL	795

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE-D

APPROXIMATE MONTHLY REQUIREMENT OF HOUSEKEEPING CONSUMABLES AT CHENNAI TRANSIT FLAT			
Sl No	ITEM DESCRIPTION	UOM	Approx. Qty.
1.	Bleaching Powder	Kg	36
2.	Exo Powder / Equivalent	Kg	96
3.	Phenol	Ltr	48
4.	Soap Oil	Ltr	48
5.	Perfume Liquid	Ltr	12
6.	Naphthalene Balls	Kg	12
7.	Toilet cleaning acid / Equivalent	Ltr	12
8.	Dettol	Ltr	12
9.	Mop Threads	Set	36
10.	Flower Brooms	Pcs	48
11.	Cob web Remover	Ea	12
12.	Muthu Brush (Closet Cleaning Brush)	Ea	24
13.	Nylon Scrubber	Ea	36
14.	Harpic / Domex (Toilet Cleaner)	Ltr	12
15.	Colin (Glass cleaner)	Ltr	5
16.	Silvo (Chrome Bath fittings cleaner)	Ltr	1
17.	Odonil/ Wonder Fresh / Deo n Fresh (Air Freshener)	Pcs	300
18.	Dettol Hand wash	Ltr	60
19.	Duster Cloth	Pcs	48

4. PENALTIES - BHEL TRANSIT FLAT AT CHENNAI

- 1.1 For any reduction in manpower below the minimum specified or as instructed by BHEL, in any 24 hours (3 shift) period, pro-rata deduction will be made from the bill for fixed monthly service charge for providing manpower in addition to penalty of Rs. 500/- (Rupees Five hundred only) per person per day below the minimum.
- 1.2 For failure to maintain biometric attendance and attendance register for staff on duty, penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to Pro-rata deduction as applicable from the fixed charges towards providing manpower.
- 1.3 Non-maintenance of proper records or non-submission of daily / weekly / monthly reports related to operations, inventory, maintenance, cash collection, occupancy, boarding, Guest amenities provided to the guests, House linen sent to the laundry, daily stock and consumption of Housekeeping consumables etc. as required by BHEL within the specified deadlines, will also attract penalty of Rs. 250/- (Rupees One thousand only) for every instance and will be deducted from monthly fixed charges.
- 1.4 If any discrepancy is observed in remittance of room payment due to BHEL, the contractor should set right discrepancies failing which BHEL is liable impose penalty of Rs. 250 per day till the date of remittance.
- 1.5 For non-maintenance of file in the Transit Flat office for preserving the Room Reservation Slips / Booking Chart sent from designated BHEL authorities a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 1.6 For non-availability or non-maintenance of asset register a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 1.7 For non-availability of suggestion book or complaint register and discouraging guests from registering complaints a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.8 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per guest will be levied for failure to collect duly filled-in and signed Feedback forms and Guest Amenities Forms. The Feedback forms and Guest Amenities Forms so collected are to be submitted to BHEL weekly failing which penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day for first instance and Rs. 500/- per day for subsequent instance will be levied and deducted from monthly fixed charges.
- 1.9 Failure to keep Feedback form and Guest Amenities Form along with the amenities in the room, a penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day for first instance and Rs. 500/- per day for subsequent instance within the same month will be levied and deducted from monthly fixed charges.
- 1.10 Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied for non-submission of extra / Miscellaneous expenditure incurred towards Company's Guests including nil reports and will be deducted from monthly fixed charges.
- 1.11 For noncompliance with reasonable requests of guests that are not against BHEL's standing instructions a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.12 Inappropriate personal hygiene of contractor's employees or deployment of a sick person on duty will lead to fine of Rs. 1,000/- (Rupees One thousand only) for every instance and will be deducted from monthly fixed charges.
- 1.13 Failure to conduct periodic health check-up of workers as required by BHEL will attract a fine of Rs. 1,000/- (Rupees One thousand only) for each person on each occasion and will be deducted from monthly fixed charges.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

- 1.14 Severity of hygiene failure will be assessed and decided by BHEL and fined appropriately. In case of gross failure/negligence a severe penalty will be imposed, which could be a hefty fine as cash deducted from monthly fixed charges and / or summary Termination of the Contract.
- 1.15 Food poisoning, will invoke a hefty penalty to be decided at the sole discretion of BHEL, along with cancellation of contract and possible black-listing of the caterer.
- 1.16 Failure to maintain dedicated mobile number for manager / supervisor / in-charge and email ID along with computing facilities and internet connectivity will attract a penalty of Rs. 250 (Rupees Two hundred and fifty only) per day and will be deducted from monthly fixed charges.
- 1.17 For not reporting immediately to BHEL regarding non-functioning / malfunctioning of appliances/equipment a penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.18 Failure to accompany the guest to the allotted room, carry the luggage to the room and leave the guest after attending to basic comforts, providing fresh water, etc. will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.19 Failure to Prepare separate bills, in duplicate, for Boarding and Lodging and get them signed by the guest will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.20 For Telephone not manned or messages not taken properly or not passed on promptly a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.21 For not responding immediately to call or bell of guests a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.22 If any of the contractor's personnel is found to be indiscipline or discourteous, a penalty of Rs. 250/- (Rupees Two hundred and fifty only) per default will be imposed on each occasion. The decision of BHEL in this regard will be final and binding on the Contractor.
- 1.23 Using brands not permitted in the contract without prior permission or adulteration of food will invoke a fine of Rs. 1,000/- (Rupees One thousand only) for every instance and will be deducted from monthly fixed charges.
- 1.24 For Failure to display the full menu with boarding tariffs in all Guest Rooms and Dining Halls in addition to display of daily menu on each dining table using menu holders in specified size and language, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 1.25 For complaints from guests of poor service or quality of catering including room service based on feedback form penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges. The same is applicable for not getting up early in the morning or staying up late when required or not serving bed tea to guest's at specified time.
- 1.26 For failure to remove empty cups and saucers from the rooms immediately after service, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.
- 1.27 Failure to use chafing dishes lit up with chafing fuel for each service or as instructed by Transit Flat in charge, penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month will be levied and deducted from monthly fixed charges.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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- 1.28 If the quality of milk is not found up to appropriate standard, or it is diluted, a fine of Rs. 500/- (Rupees Five hundred only) per instance would be imposed.
- 1.29 If BHEL finds that a certain meal was not cooked properly then a fine of Rs. 500/- (Rupees Five hundred only) per meal would be imposed.
- 1.30 Hard and / or sharp objects like glass pieces, nails, hard plastic etc. will attract a penalty of Rs. 5,000/- (Rupees Five thousand only) per incident.
- 1.31 Not wearing mask, caps and disposable gloves while serving food will attract a Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.32 Any complaints of insects and / or foreign objects (stone, hair, rope, cloth, plastic, etc.) cooked along with food found in any food item would invite a fine of Rs. 500/- (Rupees Five hundred only) per instance.
- 1.33 Three or more complaints of unclean utensils in a day would lead to a fine of Rs. 500/- (Rupees Five hundred only) per meal.
- 1.34 If cooks are not changed as decided by the designated BHEL official, Penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day will be levied in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower. Above penalty is also applicable in case a professionally qualified / experienced cook is not available or is absent from duty and deducted from monthly fixed charges.
- 1.35 For deficiency in quality, quantity or number of guest amenities provided to guests including replenishment on request by the guest, cost thereof will be recovered from monthly bill in addition to penalty of Rs. 100/- (Rupees One hundred only) per occasion and will be deducted from monthly fixed charges.
- 1.36 Failure to provide Newspaper in occupied rooms and Lounges / reception will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.37 Failure to keep rooms neat and tidy immediately after they are vacated will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.38 Failure to change linen in the guest rooms on alternate days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.39 Failure to make beds and clean rooms, bathrooms and toilets daily will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.40 Failure to dust and clean ceilings, ceiling fans, windows, window panes and all common areas within specified days will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.41 Failure to clean rooms and service areas twice a day will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.42 Failure to replenish deodorants and mosquito repellents will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.43 Failure to clean bathroom fittings and mirrors as specified will attract a penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.
- 1.44 If Hygiene of dining hall, kitchen etc., not up to the desired standards penalty of Rs. 250/- (Rupees Two hundred and fifty only) will be imposed for the first occasion after warning and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and will be deducted from monthly fixed charges.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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- 1.45 Failing to post Qualified (Full-time course in Hotel Management / Catering Technology) Manager / In-Charge will attract penalty of Rs. 250/- (Rupees Two hundred and fifty only) per day in addition to pro-rata deduction as applicable from the fixed charges towards providing manpower.
- 1.46 The contractor should give certificate of antecedents of each of his employees from the local police station within specified period of 02 months failing which penalty of Rs. 250 (Rupees Two hundred and fifty only) will be imposed per person per day until police clearance is submitted.
- 1.47 Failure to wear full uniform including mask, gloves, shoes, socks, name plate, photo ID card, etc. at all times will attract Penalty of Rs. 250/- (Rupees Two hundred and fifty only) for the first occasion and Rs. 500/- (Rupees Five hundred only) for each subsequent occasion within the same month and deducted from monthly fixed charges.
- 1.48 BHEL will inform the Contractor in writing regarding the specific deficiency for which deduction is made.
- 1.49 In case of any damages or loss caused to BHEL's premises or property due to any default or failure on the part of the contractor for providing services of the requisite standard or negligence of the contractor or his employees, the same would be recoverable from the dues to the contractor in addition to the civil or criminal liabilities.
- 1.50 A penalty equivalent to 5% of monthly bill value will be imposed on the contractor in the event of failure in making payment of wages within 7 days from the last day of wage period for immediate previous months work, and not obtaining the signature at the end of entries in the wage register from BHEL official, without waiting for clearance of his pending bills.
- 1.51 Penalty amounting to Rs. 100 per day for the first week after specified submission period and Rs. 150 per day for the second week after specified submission period and Rs. 300 per day after the second week from specified submission period till submission of bills, will be levied for failure to submit bills within a week after the end of each month in triplicate copies supported by proof of GST payment made against the invoice and other requisitions issued from time to time by BHEL.
- 1.52 Penalty will also be levied for not adhering to any other service clause in this document as follows:
 - 1.52.1 First violation of the service clause implies fine of Rs. 250/- (Rupees Two hundred and fifty only) per clause. Second and subsequent violations of the same clause within 30 days of previous fine will attract a fine of Rs. 500/- (Rupees Five hundred only).

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE-F

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLATS (C&PR)**

Room No: _____
Register No: _____

GUEST AMENITIES FORM: CHENNAI TRANSIT FLAT

AMENITIES			
1. Toothbrush, 2. Toothpaste, 3. Soap, 4. Shampoo, 5. Hair Oil, 6. Comb, 7. Talcum Powder			
DATE	AMENITY	QTY	GUEST SIGN

GUEST PARTICULARS

STAY DURATION	FROM DATE		TO DATE	
NAME OF PRIMARY GUEST	Mr / Ms			

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE-G

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLAT (C&PR)**

Date: _____

HOUSE LINEN LAUNDRY FORM: CHENNAI TRANSIT FLAT

SL NO	LINEN DESCRIPTION	QTY
BIG CLOTHES		
11.	Double Bed Sheet - Colour	
12.	Double Bed Sheet - White	
13.	Single Bed Sheet - Colour	
14.	Single Bed Sheet - White	
15.	Bath Towel	
	TOTAL	
SMALL CLOTHES		
16.	Pillow Cover	
17.	Towel Hand	
18.	Napkin	
	TOTAL	
BLANKETS / CURTAINS		
19.	Blankets	
20.	Curtains	
	TOTAL	

REMARKS (IF ANY):

<u>SENT BY</u>		<u>BHEL OFFICIAL / SECURITY</u>	
(Name and signature) (Contractor's Representative)		(Name and signature) (Authorised BHEL official / Security)	
<u>RECEIVED BY</u>		<u>BHEL OFFICIAL / SECURITY</u>	
Date:	(Name and signature) (Contractor's Representative)	Date:	(Name and signature) (Authorised BHEL official / Security)

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE - H

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLAT (C&PR)**

Date: _____

HOUSEKEEPING CONSUMABLES FORM: CHENNAI TRANSIT FLAT

SL NO	CONSUMABLE DESCRIPTION	UNIT	QTY
23.	Bleaching Powder	Kg	
24.	Exo Powder or equivalent	Kg	
25.	Phenol	Ltr	
26.	Soap oil	Ltr	
27.	Perfume Liquid	Ltr	
28.	Sanitary Colour Cubes	Pcs	
29.	Naphthalene Balls	Kg	
30.	Toilet cleaning acid or equivalent	Ltr	
31.	Dettol	Ltr	
32.	Mop threads	Set	
33.	Flower Brooms	Pcs	
34.	Sundry / tile Cleaning Brush	Ea	
35.	Coconut Brooms	Pcs	
36.	Cob web Remover	Ea	
37.	Muthu Brush (Closet Cleaning Brush)	Ea	
38.	Nylon Scrubber	Ea	
39.	Harpic / Domex (Toilet Cleaner)	Ltr	
40.	Colin (Glass Cleaner)	Ltr	
41.	Silvo (Chrome Bath fittings cleaner)	Ltr	
42.	Odonil / Wonder fresh (Air Freshener)	Pcs	
43.	Dettol Hand Wash	Ltr	
44.	Duster Cloth	Pcs	

(C) REMARKS (IF ANY):

<u>RECEIVED BY</u> (Name and signature) Contractor's Representative	<u>BHEL OFFICIAL / SECURITY</u> (Name and signature) Authorised BHEL official / Security
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NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

Enquiry No: 94722 00008/31.01.2022

ANNEXURE - I

**BHARAT HEAVY ELECTRICALS LTD: TIRUCHIRAPPALLI
GUEST HOUSES & TRANSIT FLAT (C&PR)**

Date: _____

HOUSEKEEPING DAILY LOG: CHENNAI TRANSIT FLAT

Sl No	Description of work	Unit	Indicated Qty	Completed Qty.
1A.	Cleaning of Water Closet	No		
1B.	Cleaning of Wash basin	No		
1C.	Cleaning of Urinal	No		
1D.	Cleaning of Wash trough	No		
1E.	Cleaning of Bath room	No		
2A.	Sweeping and swabbing Room area	Sq.m		
2B.	Sweeping and swabbing Dining area	Sq.m		
2C.	Sweeping and swabbing Common area	Sq.m		
2D.	Cob-web removal in all areas	Sq.m		
3A.	Disposal of dead animals - Cattle		As Required	
3B.	Disposal of dead animals - Dog , monkey, peacock etc.		As Required	
3C.	Disposal of dead animals - Rat, cat etc.		As Required	

(Name & Signature)
Supervisor / In charge
Chennai Transit Flat

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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ANNEXURE – J

BHEL TRANSIT FLAT AT CHENNAI

SL NO	Description of the Items	Unit
1	Unlimited Breakfast Vegetarian (To be served as buffet): 2. Idly / Rava Idly / Dosa / Rava Dosa / Masala Dosa / Onion Oothappam / Tomato Oothappam / Poori with potato masala / Pongal, etc. (Any two items - to be varied every day - with variety chutney and sambar) 3. Vadai with chutney and sambar 4. Coffee / Tea / Milk	Per Head for Unlimited Quantity
2	Unlimited Veg Lunch / Supper (To be served as buffet): 10. Soup with Bread slices and Butter, Chips 11. Chapathi with sabzi or Poori with masala, 12. Variety rice - Vegetable fried rice / Pulao, etc. (Any 2 items - to be varied every day) 13. Deep fry poriyal, Koottu or Aviyal 14. Cutlet / Vadai / Bonda / Bajji / Pakoda, etc. / plain or with sambar or curd 15. Plain rice with Sambar / Dal / Vattal / More kulambu 16. Rasam, Curd or Curd Rice 17. Appalam, Pickle 18. Sweet + Banana / Seasonal fruit	Per Head for Unlimited Quantity
3	Packed Breakfast / Tiffin: 3. Idly (4 Nos.) or Dosa / Oothappam (2 Nos), 4. Vadai (2 Nos, 25 gm each) with Chutney	Per Head
4	Packed Lunch / Dinner: 5. Chapathi / Roti / Phulka (2 Nos), 6. Variety rice like Tomato / Tamarind / Lime rice (150 gm), 7. Poriyal / Kootu (50 gm) 8. Curd Rice (150 gm) with pickle	Per Head
5	Fresh Fruit Juice (180 ml)	Per Glass
6	Cornflakes with Milk and Sugar	Per Head
7	2 slices of Bread with Butter and Jam	Each
8	2 eggs served as Omelette / Scrambled, etc.	Each
9	Coffee / Tea / Milk (180 ml)	Per Cup
10	Pot Coffee / Tea/ Milk (2 cups)	Each
11	Fruit Salad (50 gm)	Each
12	Sweet (40 gm)	Each
13	Vadai / Bonda / Snack (25 gm)	Per Head

GENERAL TERMS & CONDITIONS OF CONTRACT

1. Definition:

In these General Conditions of Contract, the following terms shall have, I meaning hereby assigned to them, except where the context otherwise requires:

- a) The "Contract" means, the documents forming the tender and acceptance thereof, together with all the documents referred to therein including general and special conditions to contract. All these documents as applicable taken together shall be deemed to form one contract and shall be complementary to one another.
- b) The "Work" means, the work described in the tender documents in individual work orders as may be issued from time to time to the contractor by the Officer-In charge within the power conferred upon him including all notified or additional items of works and obligations to be carried out as required for the performance of contract.
- c) The "contractor" means, the individual Firm or Company whether incorporated or not, undertaking the work and shall include the legal personal representatives of such individuals or the persons composing the firm or Company or the successors of the firm or company and the permitted assigns of such individual or firm or Company.
- d) "The Officer-In charge" means, the Officer deputed by the respective area HOD to supervise the work or part of the work.
- e) "Approved" and "Directed" means, the approval or direction of the respective area HOD or person deputed by him for the particular purposes.
- f) "BHARAT HEAVY ELECTRICALS LIMITED" (hereinafter referred to as BHEL) shall mean the Board of Directors, Chairman, Executive Director, General Manager or, other Administrative Officer of the said Company including DGM / WCM authorised to invite tenders and enter into contract for works on behalf of the Company.
- g) The "Contract sum" means, the sum accepted or the sum calculated in accordance with the prices accepted in tender and / or the contract rates as payable to the contractor for the execution of the work during the currency of the contract.
- h) A "week" means, Seven Days, without regard to the number of hours worked or not worked in any day in that week.
- i) A "day" means, the day of 24 hours (TWENTY-FOUR) irrespective of the number of hours worked or not worked in that day.

2. Heading to the Contract Conditions:

The heading to these conditions shall not affect the interpretations thereof.

3. **DEVIATIONS:** The contractor shall not carry out any work not covered by schedule except in pursuance of the written instructions of the respective area HOD/WCM. No such work shall be valid unless the same has been specifically confirmed and accepted by BHEL in writing and incorporated in the Contract.

4. Work to Be Carried Out:

The Contract shall include all labour which may be required for the execution of the work.

The Contractor will be deemed to have satisfied himself as to the nature of the site, local facilities of access and all matters affecting the execution of the work. No. extra charges consequent on any misunderstanding in these respects or otherwise will be allowed.

5. Assignment of Transfer of Contract:

The Contractor shall not, assign or transfer the contract or any part thereof, or any share, or interest thereon to any other persons.

6. Sub-Contract:

The Contractor shall not sublet any portion of the contract.

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7. Compliance to Regulations and Bye-Laws:

The Contractor shall confirm to the provisions of any statute relating to the work and regulations and Bye-laws of any local authority. The Contractor shall be bound to give all notices required by statutory regulations or bylaws as aforesaid and to pay all fees and taxes payable to any authority in respect thereof.

8. Earnest Money Deposit (EMD) & Security Deposit (SD):

Earnest Money Deposit (EMD):

Tender must be accompanied by Earnest Money for the amount mentioned in tender notice, pledged to BHEL, Trichy in any of the forms mentioned below.

Modes of Deposit:

The EMD shall be accepted only in the following forms:

- (i) Cash deposit under the extent Income Tax Act (before Tender opening) or
- (ii) Electronic Fund Transfer credited in BHEL account (before Tender opening) or
- (iii) Bankers Cheque/Pay order/Demand Draft (DD) in favor of BHEL Trichy (along with offer) or
- (iv) Fixed Deposit Receipt (FDR) issued by schedule banks/ Public Financial Institutions as defined in the Companies Act (FDR should be in the name of the Contractor, a/c BHEL and affix one rupee (Rs.1/-) revenue stamp & sign on back side of FDR).

In addition to above, the EMD in excess of Rs Two lakh may also be accepted in the form of Bank Guarantee (BG) from scheduled bank. The Bank Guarantee in such cases shall be valid for at least six months. This means, for eg., If EMD stipulated for a tender is ₹2.50 lakhs, ₹2 lakhs shall be deposited in any of the above (4) modes and the balance ₹0.50 lakhs shall be given as bank guarantee". However, if a tender has an EMD amount equal to or less than ₹2 lakhs, then BG cannot be accepted for EMD. Vendor should exercise caution while taking modes of EMD for appropriate amount, as per tender, failing which their offer is liable to be rejected.

Forfeiture of EMD:

EMD by the tenderer will be forfeited as per tender documents if

- i) After opening the tender and within the offer validity period, the tenderer revokes his tender or makes any modification in his tender or increase his earlier quoted rates.
- ii) The Contractor fails to deposit the required Security deposit or commence the work within the period as per LOI/ Contract.
- iii) If only, a part of the work included in the tender has been awarded to the tenderer and the tenderer refuses to take up the work, the amount of Earnest Money to be forfeited will be based on the value of the contract so awarded.

General Terms related to EMD:

Earnest Money Deposit (EMD) will not carry any interest.

Earnest Money Deposit (EMD) of the successful tenderer will be retained as part of Security deposit.

The Earnest Money Deposit (EMD) will be refunded to the unsuccessful tenderers normally within 15 days of acceptance of the award of work by successful tenderer / expiry of offer validity period.

Security Deposit (SD):
The contractor whose tender has been accepted shall, furnish security deposit within seven days of receipt of the notification of acceptance of his tender, as indicated. Security deposit shall be @ 5 % of Contract value.

EMD of the successful tenderer shall be converted and adjusted towards the required amount of Security deposit (SD):

Modes of Deposit:

The balance amount to make up the required Security Deposit of 5% of the contract value may be accepted in the following forms:

- i) Cash (as permissible under the extant Income Tax Act)
- ii) Local cheques of Scheduled Banks (subject to realization)/ Pay Order/ Demand Draft/ Electronic Fund Transfer in favour of BHEL
- iii) Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL
- iv) Fixed Deposit Receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act (FDR should be in the name of the Contractor, a/c BHEL and affix one rupee (Rs.1/-) revenue stamp & sign on back side of FDR).

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3 Securities available from Indian Post offices such as National Savings Certificates, Kisan Vikas Patras etc. (held in the name of Contractor furnishing the security and duly endorsed/ hypothecated/ pledged, as applicable, in favour of BHEL)

General Terms related to SD:

The security Deposit will not carry any interest.

Security Deposit shall be released to the contractor upon fulfilment of Contractual obligations as per terms of contract.

BHEL, shall not be responsible for any loss of securities due to liquidation or any other reason whatsoever or any depreciation in the value of the Securities while in their charge or for any loss of interest thereon.

NOTE: Acceptance of Security Deposit against Sl. No. (iii), (iv) and (v) above will be subject to hypothecation or endorsement on the documents (Signature of the Branch Manager must be present) 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.

Collection of Security:

At least 50% of the required Security Deposit, including the EMD, will be collected from the Contractor before start of the work. Balance of the Security Deposit can be collected by deducting 10% of the gross amount progressively from each of the running bills of the Contractor till the total amount of the required Security Deposit is collected. If the value of work done at any time exceeds the contract value, the amount of Security Deposit shall be correspondingly enhanced and the additional Security Deposit shall be immediately deposited by the Contractor or recovered from payment/s due to the Contractor.

All compensation or other sums of money payable by the contractor to BHEL under the terms of this contract or under any other contract with BHEL, may be deducted from the Security Deposit or realized by the sale of the securities of from the interest arising there from or from any sums which may be due or may become due to the contractor payable by BHEL, on any account whatsoever against this contract of any other contract with BHEL and in the event of his Security Deposit being reduced by reason of such deductions or sale as aforesaid, the Contractor shall within seven days thereafter make good in cash or in securities endorsed as aforesaid, any sum or sums by which the security Deposit has been so reduced.

In case of an Award of a Contract and if the Contractor fails to perform or does not comply with the Performance Evaluation Criteria, the Security Deposit will not be refunded / Bank Guarantee encashed.

The Bank Guarantee shall be kept valid until the due date for refund of Security Deposit.

Security Deposit has to be deposited within 7 days of LOI/WO as indicated. Else EMD will be forfeited and may also attract the provision of "Suspension of Business dealings with Suppliers/Contractors".

Bidder agrees to submit performance security required for execution of the contract within the time period mentioned. In case of delay in submission of performance security, enhanced performance security which would include interest (SBI rate+6%) for the delayed period, shall be submitted by the bidder. Further if performance security is not submitted till such time the first bill becomes due, the amount of performance security due shall be recovered as per terms defined in NIT/contract from the bills along with due interest.

9. GOODS & SERVICE TAX (GST) REGISTRATION & COMPLIANCE:

1. Response to Tenders for Indigenous supplier will be entertained only if the vendor has a valid GST registration No (GSTIN) which should be clearly mentioned in the offer. If the dealer is exempted from GST registration, a declaration with due supporting documents need to be furnished for considering the offer. Dealers under composition scheme should declare that he is a composition dealer supported by the screen shot taken from GST portal. The dealer has to submit necessary documents if there is any change in status under GST.
2. Supplier shall mention their GSTIN in all their invoices (incl. credit Notes, Debit Notes) and invoices shall be in the format as specified/prescribed under GST laws. Invoices shall necessarily contain Invoice number (in case of multiple numbering system is being followed for billing like SAP invoice no, commercial invoice no etc., then the Invoice No. which is linked/uploaded in GSTN network shall be clearly indicated), Billed to party (with GSTIN) & Shipped to party details, item description as per PO,

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Quantity, Rate, Value, applicable taxes with nomenclature (like IGST, SGST, CGST & UTGST) separately, HSN/ SAC Code, Place of Supply etc.

3. All invoices shall bear the HSN Code for each item separately (Harmonized System of Nomenclature)/ SAC code (Services Accounting Code).
4. Invoices will be processed only upon completion of statutory requirement and further subject to following:
 - a. Vendor declaring such invoice in Form GST ANX-1
 - b. Receipt of Goods or Services and Tax invoice by BHEL
5. As the continuous uploading of tax invoices in GSTN portal (in GST ANX-1) is available for all (i.e. both Small & Large) tax payers under proposed new GST Return System, all invoices raised on BHEL may be uploaded immediately in GST portal on despatch of material /rendering of services. The supplier shall ensure availability of Invoice in GST portal before submission of invoice to BHEL. Invoices will be admitted by BHEL only if the invoices are available in GSTN portal (in BHEL's GST ANX-2).
6. In case of discrepancy in the data uploaded by the supplier in the GSTN portal or in case of any shortages or rejection in the supply, then BHEL will not be able to avail the tax credit and will notify the supplier of the same. Supplier has to rectify the data discrepancy in the GSTN portal or issue credit note or debit note (details also to be uploaded in GSTN portal) for the shortages or rejections in the supplies or additional claims, within the calendar month informed by BHEL.
7. In cases where invoice details have been uploaded by the vendor but failed to remit the GST amount to GST Department (Form PMT-08 or Form GST RET-01 to be submitted) within stipulated time, then GST paid on the invoices pertaining to the month for which GST return not filed by the vendor will be recovered from the vendor along with the applicable interest (currently 24% p.a) and all subsequent bills of the vendor will not be processed till filing of the GST return by the vendor
8. In case GST credit is denied to BHEL due to non-receipt or delayed receipt of goods and/ or tax invoice or expiry of timeline prescribed in GST law for availing such ITC, or any other reasons not attributable to BHEL, GST amount claimed in the invoice shall be disallowed to the vendor.
9. Where any GST liability arising on BHEL under Reverse Charge (RCM), the vendor has to submit the invoices to BHEL well within the timeline prescribed in GST Law, to enable BHEL to discharge the GST liability. If there is a delay in submission of invoice by the vendor resulting in delayed payment of GST by BHEL along with Interest, then such Interest payable or paid shall be recovered from the vendor.
10. Under GST regime, BHEL has to discharge GST liability on LD recovered from suppliers/contracts. Hence applicable GST shall also be recoverable from suppliers/contractors on LD amount. For this Tax Invoice will be issued by BHEL indicating the respective supply invoice number.
11. GST TDS will be deducted as per Section 51 of CGST Act 2017 and in line with Notification 50/2018 – Central Tax dated 13.09.2018. GST TDS certificate which will be generated in GST portal subsequent to vendor accepting the TDS deduction in the GST portal, will be issued to the vendor.

Note: GST will be charged on the forfeited EMD/SD amount from the bidder at the applicable rates. GST tax Invoice will be issued to the vendor on receipt/recovery of GST amount from the vendor.

10. Orders under the Contract:

All orders, notices etc. to be given under the contract shall be in writing, typescript or printed and if sent by registered post to the address given in the tender of the Contract, shall be deemed to have been served on the date, when in the ordinary course they would have been delivered to him. The Contractor shall carry out without delay all orders given to him.

11. Contractor's Supervision:

1. The Contractor shall either himself supervise the execution of the contract or shall appoint a competent agent acceptable to BHEL Officials.
2. Orders given to the Contractor's agent shall be considered to have the same force as if they have been given to the Contractor himself.
3. The Contractor or his accredited agent shall attend when required without making any claim for doing so to the OFFICER-INCHARGE, to receive instructions.

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4. The respective area HOD shall have full powers and without assigning any reason, requires the Contractor to immediately cease to employ in connection with this contract, any agent, servant or employee where continued employment is, in his opinion undesirable. The Contractor shall not be allowed any compensation on this account.

12. Payment to employees engaged by the contractor:

1. The Contractor shall remain liable for the payment of all wages and other payments in connection with the employees engaged by him and with regard to the work.
2. The Contractor shall comply with the applicable provisions of Payment of Wages Act-1936, Minimum Wages Act-1948, Employees' Liability Act-1938, Employees' Compensation Act-1923, Payment of Bonus, EPF and Miscellaneous Provisions Act-1952, Employees' State Insurance Act-1948 and other relevant Acts and rules framed, thereunder from time to time.
3. Contractor shall be responsible for making payment of wages within 7 days from the last day of wage period and shall obtain the signature at the end of entries in the wage register from area in-charge of contract operating department.
4. Contract labours has to sign the filled in wage register in front of the area in-charge of contract operating department and area in-charge should certify the wage register for payment to the Contract labours only after signed by all the contract labours in filled wage register.
5. Contractor shall have/ obtain license under the Contract Labour (Regulation and Abolition) Act-1970.

The prevailing wages as per BHEL circular is cited below for reference:

Sub: Minimum Wages Act, 1948 – Revision of Dearness Allowance for employment in "General Engineering and Fabrication Industry – Reg.

Ref: Notification No.23/6667/2021 dated 16/03/2021 by Office of the Commissioner of Labour, Chennai – 600 006.

Consequent upon the increase in Dearness Allowance payable under the Minimum Wages Act from Rs.5209/- to Rs.5717/- per month to those employed in "General Engineering and Fabrication Industry", the Statutory Minimum Wages applicable to the contract workmen would be as follows with effect from 01/04/2021:

S.No.	Category	Minimum Basic Wages per day (in Rs.)	Minimum DA per day (in Rs.)	Total Minimum Wages per day (in Rs.)
1	Unskilled Worker	258.50	219.88	478.38
2	Semi-Skilled Worker	271.00	219.88	490.88
3	Skilled Worker	278.50	219.88	498.38
4	Supervisor	295.00	219.88	514.88

6. Contractor should ensure that at least the prevailing minimum wages, as per the rules of Government of Tamil Nadu, which are applicable to General Engineering and Fabrication Industry and, inclusive of bonus after remitting PF & ESI contributions, are paid to his employees only in their respective nationalized bank accounts by means of NEFT/ RTGS/ IMPS.

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Any changes in manpower should be informed to the executive in-charge of Contract execution department before engaging them along with the details.

While submitting the bills, the contractor should submit a proof of payment made to employees only through nationalized bank, along with PF and ESI contribution challans to Welfare Section every month for effecting payment by BHEL. Otherwise payment to the bills will not be processed.

In addition, the contractor has to submit wage register as a proof for payment of Minimum wages as per prevailing acts, for getting payment from BHEL.

7. The contractor shall remit the salary/wages of their workmen ONLY through nationalized Bank, directly to the salary/savings account of the employee concerned. monthly clearance will be given in respect of those contractors, only if the salary/wages to the workmen concerned has been remitted. The relevant Bank statement/proof of payment should be produced along with PF and ESI challans every month.

If the Contractor employs more than twenty employees, he has to obtain License to this effect from the Factory Inspectorate and renew the same periodically.

8. The Contractor should follow and comply with Minimum Wages, ESI, PF, Bonus, Group Insurance and other statutory regulations as stipulated in Factories Act and other applicable State / Central Governments' rules & regulations.

9. Each contract employees must have his own PF and ESI Codes and comply with the relevant Acts.

10. **The Contract workers should be fully aware of safety measures and observe all safety precautions during work. The Contractor should also make his own arrangements to provide requisite safety devices to the workers, based on the nature of work. Any accident / incident occurring to his workers in Company's premises should be reported in writing by the Contractor to Safety, Welfare and Line Executive concerned.**

11. Contractor shall maintain proper records of PF, EDLI, Pension, ESI contribution, administrative charges etc., wherever applicable and shall produce proof of deductions as well as remittances. Contractor shall issue wage slips to his employees. Indicative lists as follows, which shall be maintained neatly, completely and legibly for inspection by various statutory authorities and the company officials even at short notice:

- | | | |
|----------------|---|--|
| (a) Form XIII | - | Register of Workmen employed by contractor (Rule 75) |
| (b) Form XIV | - | Employment card issued by contractor (rule 76) |
| (c) Form XVI | - | Muster Roll (Rule 78(1) (a) (i) |
| (d) Form XVII | - | Register of Wages (Rule 78(1) (a) (i) |
| (e) Form XVIII | - | Register of wages-cum Muster Roll (in case of weekly Payment) |
| (f) Form XIX | - | Wage Slip (Rule 78) (b) |
| (g) Form XX | - | Register of deduction for damages of loss (Rule (78) (1) (a) (ii) |
| (h) Form XXI | - | Register of files (Rule 78) (1) (a) (ii) |
| (i) Form XXII | - | Register of advance (Rule 78) (1) (a) (ii) |
| (j) Form XXIII | - | Register of overtime (Rule 78) (1) (a) (iii) |
| (k) Form XXIV | - | Return to be sent by the contractor to licensing officer (Rule 82) |
| (l) | - | any other records/registers required to be maintained by the contractors under statutory provisions applicable to him. |

12. Precautions against Risk:

The Contractor shall be responsible for providing at his own expense for all precautions to prevent loss or damage from any and all risks and to minimize the amount of any such loss or damage and for the necessary steps to be taken for the said purpose.

13. Damage & Loss to Private Property & Injury to workmen:

The Contractor shall at his own expense reinstate and make good to the satisfaction of the respective area HOD and pay compensation for any injury, loss or damage occurred to any property or rights whatever including property and rights of BHEL (or agents) servants or employee of BHEL, the injury loss or damage arising out of or in any way in connection with the execution or purported execution of the contract and further

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the contractor shall indemnify BHEL against all claims enforceable against BHEL (or any agent, servant or employee of BHEL) or which would be so enforceable against BHEL, in respect of any such injury (including injury resulting in death) loss or damage to any person whomsoever or property including all claims which may arise under the Employees Compensation Act or otherwise.

14. Laws Governing the Contract:

The contract shall be governed by the Indian Laws for the time being in force.

15. Cancellation of Contract for Corrupt Acts:

BHEL, whose decision shall be final and conclusive, shall without prejudice to any other right or remedy which shall have accrued, shall accrue thereafter to BHEL cancel the contract in any of the following cases and the Contractor shall be liable to make payment to BHEL for any loss or damage resulting from any such cancellation to the same extent as provided in the case of cancellation for default.

If the Contractor shall:

a) Offer or give or agree to give to any person in BHEL service any gift or consideration of any kind, as an inducement or reward for doing or for bearing to do or for having done or for having borne to do any act, in

relation to the obtaining or execution of this or any other contract for BHEL service,

OR

b) Enter into a contract with BHEL in connection with which commission has been paid or agreed to be paid by him or with his knowledge, unless the particulars of any such commission and the terms of payment thereof have previously been disclosed in writing to BHEL,

OR

c) To obtain a contract with BHEL as a result of ring tendering or by non-bonafide methods of competitive tendering, without first disclosing the fact in writing to BHEL.

16. Cancellation of Contract for Insolvency Assignment of Transfer or Subletting of Contract:

BHEL, without prejudice to any other right or remedy, which shall have accrued or shall accrue thereafter to BHEL, shall cancel the contract in any of the following cases:

If the Contractor,

a) Being an individual or if a firm any partner thereof shall at any time be adjudged bankrupt or have a receiving order for administration of his estate, made against him or shall take any proceedings for liquidation or composition under any bankruptcy Act or assignment of his effects of composition or arrangement for the benefit of his creditors or purport to do so, or if any application made under any Bankruptcy Act for the time being in force for the sequestration of his estate or if a trust deed be granted by him on behalf of his creditors.

OR

b) Being a Company, shall pass a resolution or Court shall make an order for the liquidation of its assets, or a receiver or Manager on behalf of the debenture holders shall be appointed or circumstances shall arise which entitle the Court or debenture holders to appoint a receiver or Manager.

OR

c) **Assigns, Transfers, Sublets or attempts to assign, transfer or sublet any portion of the work.**

d) Whenever BHEL exercises the authority to cancel the contract under these conditions, BHEL may have the work done /by any means at the Contractor's risks and expenses provided always that in the event of the cost of the work so done (as certified by the respective area HOD) being less than the contract cost, the advantage shall accrue to BHEL and if the cost exceeds the money due to Contractor under the contract, the Contractor shall either pay the excess amount ordered by the respective area HOD or the same shall be recovered from the Contractor by other means.

e) In case BHEL carries out the work under the provisions of this condition, the cost to be taken into account in determining the excess cost to be charged to the Contractor under this condition shall consist of the cost of the materials, hire charges of tools and plants and / or labour provided by BHEL with an addition of such percentage to cover superintendence and establishment charges as may be decided by the respective area HOD whose decision shall be final and conclusive.

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- f) Labour engaged by the contractor should be disciplined & exhibit good behaviour in dealing with employees of BHEL. Any misbehaviour or undesirable conduct of any person engaged by the contractor is reported, contractor shall change that person immediately or else it may even lead to termination of the contract & in such case security deposit will be forfeited as penalty.

18. Cancellation of Contract in Part or Full for Contractor's Default:

If the contractor:

- a) makes default in carrying out the work as directed and continues in that state after a reasonable notice from the respective area HOD or his authorized representative:
- b) fails to comply with any of the terms & conditions of the contract or failure to comply orders after reasonable notice in writing with orders properly issued thereunder:

BHEL, may without prejudice to any other right or remedy which shall have accrued or shall accrue thereafter to BHEL CANCEL the contract as whole or in part thereof or only such work order or items of work in default from the contract. Whenever BHEL exercises the authority to cancel the contract as a whole or part under this condition, BHEL may complete the work at the contractor's risk and cost (as certified by the respective area.

HOD which is final and conclusive) being less than the contract cost, the advantage shall accrue to BHEL. If the cost exceeds the money due to the Contractor under this contract, the Contractor shall either pay the excess amount ordered by the respective area HOD or the same shall be recovered from the Contractor by other means. In case BHEL carries out the work or any part thereof under the provisions of the conditions the cost to be taken into account in determining the excess cost to be charged to the Contractor under this condition shall consist of the cost of the materials, hire charges of tools and plant and/or labour provided by BHEL with an addition of such percentage to cover the superintendence and establishment charges as may be decided by the respective area HOD whose decision shall be final and conclusive.

19. Termination of Contract on Death of Contractor:

Without prejudice to any of the rights or remedies under this contract, if the Contractor dies, or if the firm is dissolved or the company is liquidated, BHEL shall have the option of terminating the contract without compensation to the Contractor.

20. Special Power to Termination:

If at any time after the award of contract, BHEL shall for any reason whatsoever not require whole or any part of the work to be carried out the respective area HOD shall give notice in writing of the fact to the Contractor who shall have no claim to any payment of compensation or otherwise howsoever on account of any profit or advantage which he might have derived from the execution of the work in full but which he did not derive in consequence of the foreclosing of the work.

21. 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 or any sum then due or which at any time thereafter may become due to Contractor under the contract or under any other contract with BHEL or from his Security Deposit unless the contractor pays the claim on demand.

22. Post- Technical Audit of Work and Bills:

BHEL reserves the right to carry out the post-payment Audit and technical examination of the work and final bill including all supporting vouchers, abstracts etc., and enforce recovery of any sum becoming due as a result thereof in the manner provided in the presiding sub- paragraphs. However, no such recovery shall be enforced after three years of passing the final bill.

23. Refund of Security Deposit:

The Security Deposit may be refunded to the Contractor after completion of the contract provided, after the Contractor shall first have been paid the last and final bill and have rendered a "NO DEMAND CERTIFICATE".

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24. Force Majeure Clause:

If, at any time during the continuance of this Contract the performance in whole or in part by either party of any obligations under this Contract shall be prevented or delayed by reason of any War, Hostile acts of the public enemy Civil Commotion, Epidemics, or Acts of God (Floods, Storm/Cyclone, Hurricane, Earthquake etc.) then provided notice of happening of any such event is given by either party to other within 7 days from the date of occurrence thereof neither of the parties shall by reason of such event be entitled to terminate this Contract or claim for damages against the other in respect of such non-performance or delay for such period. Performance under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist. If the performance in whole or part of any obligation under this Contract is prevented or delayed by reason of any such event, claims for extension of time may be granted for periods considered reasonable by the respective area HOD at his discretion subject to prompt notification by the contractor.

25. Arbitration and conciliation:

The Parties agree that if at any time (whether before, during or after the arbitral or judicial proceedings), any Disputes (which term shall mean and include any dispute, difference, question or disagreement arising in connection with construction, meaning, operation, effect, interpretation or breach of the contract/tender which the Parties are unable to settle mutually), arise inter-se the Parties, the same may, be referred by either party to Conciliation to be conducted through Independent Experts Committee to be appointed by competent authority of BHEL from the BHEL Panel of Conciliators.

The proceedings of Conciliation shall broadly be governed by Part-III of the Arbitration and Conciliation Act 1996 or any statutory modification thereof.

Notes:

1. No serving or a retired employee of BHEL/Administrative Ministry of BHEL shall be included in the BHEL Panel of Conciliators.
2. Any other person(s) can be appointed as Conciliator(s) who is/are mutually agreeable to both the parties from outside the BHEL Panel of Conciliators.

The proceedings of Conciliation shall broadly be governed by Part-III of the Arbitration and Conciliation Act 1996 or any statutory modification thereof and as provided in Annexure ... to the Terms and conditions of the tender. The Annexure (as below) together with its appendices will be treated as if the same is part and parcel hereof and shall be as effectual as if set out herein in the terms and conditions of the tender.

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

The Arbitrator shall pass a reasoned award and the award of the Arbitrator shall be final and binding upon the Parties. Subject as aforesaid, the provisions of Arbitration and Conciliation Act 1996 (India) or statutory modifications or re-enactments thereof and the rules made thereunder and for the time being in force shall apply to the arbitration proceedings under this clause. The seat of arbitration shall be at BHEL premises, Trichy.

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

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

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

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In case of Contract with Public Sector Enterprise (PSE) or a Government Department, the following shall be applicable:

In the event of any dispute or difference relating to the interpretation and application of the provisions of the Contract, such dispute or difference shall be referred by either Party for arbitration to the sole arbitrator in the Department of Public Enterprises to be nominated by the Secretary to the Government of India in-charge of the Department of Public Enterprises. The Arbitration and Conciliation Act, 1996 shall not be applicable to arbitration under this clause. The award of the arbitrator shall be binding upon the Parties to the dispute, provided, however, any Party aggrieved by such award may make further reference for setting aside or revision of the award to the Law Secretary, Department of Legal Affairs, Ministry of Law and 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 to the dispute will share equally the cost of arbitration as intimated by the Arbitrator.

Annexure

BRIEF PROCEDURE FOR CONDUCT OF CONCILIATION PROCEEDINGS

1. The proceedings of Conciliation shall broadly be governed by Part-III of the Arbitration and Conciliation Act 1996 or any statutory modification thereof and as provided herein:
2. The party desirous of resorting to Conciliation shall send an invitation/notice in writing to the other party to conciliate specifying all points of Disputes with details of the amount claimed. The party concerned shall not raise any new issue thereafter. Parties shall also not claim any interest on claims/counter-claims from the date of notice invoking Conciliation till the conclusion of the Conciliation proceedings.
3. The party receiving the invitation/notice for Conciliation shall within 30 days of receipt of the notice of Conciliation intimate its consent for Conciliation along with its counter-claims, if any.
4. The Conciliation in a matter involving claim or counter-claim (whichever is higher) up to Rs 5 crores shall be carried out by sole Conciliator nominated by BHEL while in a matter involving claim or counterclaim (whichever is higher) of more than Rs 5 crores.
5. Conciliation shall be carried out by 3 Conciliators nominated by BHEL.
6. The Parties shall be represented by only their duly authorized in-house executives/officers and neither Party shall be represented by a Lawyer.
7. The first meeting of the IEC shall be convened by the IEC by sending appropriate communication/notice to both the parties as soon as possible but not later than 30 days from the date of his/their appointment. The hearings in the Conciliation proceeding shall ordinarily be concluded within two (2) months and, in exceptional cases where parties have expressed willingness to settle the matter or there exists possibility of settlement in the matter, the proceedings may be extended by the IEC by a maximum of further 2 months with the consent of the Parties subject to cogent reasons being recorded in writing.
8. The IEC shall thereafter formulate recommendations for settlement of the Disputes supported by reasons at the earliest but in any case within 15 days from the date of conclusion of the last hearing. The recommendations so formulated along with the reasons shall be furnished by the IEC to both the Parties at the earliest but in any case within 1 month from the date of conclusion of the last hearing.
9. Response/modifications/suggestions of the Parties on the recommendations of the IEC are to be submitted to the IEC within time limit stipulated by the IEC but not more than 15 days from the date of receipt of the recommendations from the IEC.
10. In the event, upon consideration, further review of the recommendations is considered necessary, whether by BHEL or by the other Party, then, the matter can be remitted back to the IEC with request to reconsider the same in light of the issues projected by either/both the Parties and to submit its recommendations thereon within the following 15 days from the date of remitting of the case by either of the Parties.
11. Upon the recommendations by the Parties, with or without modifications, as considered necessary, the IEC shall be called upon to draw up the Draft Settlement Agreement in terms of the recommendations.
12. When a consensus can be arrived at between the parties only in regard to any one or some of the issues referred for Conciliation the draft Settlement Agreement shall be accordingly formulated in regard to the said Issue(s), and the said Settlement Agreement, if signed, by the parties, shall be valid only for the said issues. As regards the balance issues not settled, the parties may seek to resolve them further as per terms and conditions provided in the contract.

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13. In case no settlement can be reached between the parties, the IEC shall by a written declaration, pronounce that the Conciliation between the parties has failed and is accordingly terminated.
14. Unless the Conciliation proceedings are terminated in terms of para 22 (b), (c) & (d) herein below, the IEC shall forward his/its recommendations as to possible terms of settlement within one (1) month from the date of last hearing. The date of first hearing of Conciliation shall be the starting date for calculating the period of 2 months.
15. In case of 3 members IEC, 2 members of IEC present will constitute a valid quorum for IEC and meeting can take place to proceed in the matter after seeking consent from the member who is not available. If necessary, videoconferencing may be arranged for facilitating participation of the members. However, the IEC recommendations will be signed by all members. Where there is more than one (1) Conciliator, as a general rule they shall act jointly. In the event of differences between the Members of IEC, the decision/recommendations of the majority of the Members of IEC shall prevail and be construed as the recommendation of the IEC.
16. The Draft Settlement Agreement prepared by the IEC in terms of the consensus arrived at during the Conciliation proceedings between the Parties shall be given by the IEC to both the parties for putting up for approval of their respective Competent Authority.
17. Before submitting the draft settlement agreement to BHEL's Competent Authority viz. the Board Level Committee on Alternative Dispute Resolution (BLCADR) for approval, concurrence of the other party's Competent Authority to the draft settlement agreement shall be obtained by the other party and informed to BHEL within 15 days of receipt of the final draft settlement agreement by it. Upon approval by the Competent Authority, the Settlement Agreement would thereafter be signed by the authorized representatives of both the Parties and authenticated by the members of the IEC.
18. In case the Draft Settlement Agreement is rejected by the Competent Authority of BHEL or the other Party, the Conciliation proceedings would stand terminated.
19. A Settlement Agreement shall contain a statement to the effect that each of the person(s) signing thereto (i) is fully authorized by the respective Party(ies) he/she represents, (ii) has fully understood the contents of the same and (iii) is signing on the same out of complete freewill and consent, without any pressure, undue influence.
20. The Settlement Agreement shall thereafter have the same legal status and effect as an arbitration award on agreed terms on the substance of the dispute rendered by an arbitral tribunal passed under section 30 of the Arbitration and Conciliation Act, 1996.
21. Acceptance of the Draft Settlement Agreement/recommendations of the Conciliator and/or signing of the Settlement Agreement by BHEL shall however, be subject to withdrawal/closure of any arbitral and/or judicial proceedings initiated by the concerned Party in regard to such settled issues.
22. Unless otherwise provided for in the agreement, contract or the Memorandum of Understanding, as the case may be, in the event of likelihood of prolonged absence of the Conciliator or any member of IEC, for any reason/incapacity, the Competent Authority/Head of Unit/Division/Region/Business Group of BHEL may substitute the Conciliator or such member at any stage of the proceedings. Upon appointment of the substitute Conciliator(s), such reconstituted IEC may, with the consent of the Parties, proceed with further Conciliation into the matter either de-novo or from the stage already reached by the previous IEC before the substitution.
23. The proceedings of Conciliation under this Scheme may be terminated as follows:
 - a. On the date of signing of the Settlement agreement by the Parties; or,
 - b. By a written declaration of the IEC, after consultation with the parties, to the effect that further efforts at conciliation are no longer justified, on the date of the declaration; or,
 - c. By a written declaration of the Parties addressed to the IEC to the effect that the Conciliation proceedings are terminated, on the date of the declaration; or,
 - d. By a written declaration of a Party to the other Party and the IEC, if appointed, to the effect that the Conciliation proceedings are terminated, on the date of the declaration.
 - e. On rejection of the Draft Settlement Agreement by the Competent Authority of BHEL or the other Party.
24. The Conciliator(s) shall be entitled to following fees and facilities:

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Sl No	Particulars	Amount
1	Sitting fees	Each Member shall be paid a Lump Sum fee of Rs 75,000/- for the whole case payable in terms of paragraph No. 27 herein below.
2	Towards drafting of settlement agreement	In cases involving claim and/or counter-claim of up to Rs 5 crores. Rs 50,000/- (Sole Conciliator)
Sl No	Particulars	Amount
		In cases involving claim and/or counter-claim of exceeding Rs 5 crores but less than Rs 10 crores. Rs 75,000 (per Conciliator) In cases involving claim and/or counter-claim of more than Rs 10 crores. Rs 1,00,000/- (per Conciliator) Note: The aforesaid fees for the drafting of the Settlement Agreement shall be paid on Signing of the Settlement Agreement after approval of the Competent Authority or Rejection of the proposed Settlement Agreement by the Competent Authority of BHEL.
3	Secretarial expenses	Rs 10,000/- (one time) for the whole case for Conciliation by a Sole Member IEC. Where Conciliation is by multi member Conciliators –Rs 30,000/- (one time)- to be paid to the IEC
4	Travel and transportation and stay at outstation Retired Senior Officials of other Public Sector Undertakings (pay scale wise equivalent to or more than E-8 level of BHEL)	As per entitlement of the equivalent officer (pay scale wise) in BHEL.
	Others	As per the extant entitlement of whole time Functional Directors in BHEL.
		Ordinarily, the IEC Member(s) would be entitled to travel by air Economy Class.
5	Venue for meeting	Unless otherwise agreed in the agreement, contract or the Memorandum of Understanding, as the case may be, the venue/seat of proceedings shall be the location of the concerned Unit / Division / Region / Business Group of BHEL. Without prejudice to the seat/venue of the Conciliation being at the location of concerned BHEL Unit / Division / Region / Business Group, the IEC after consulting the Parties may decide to hold the proceedings at any other place/venue to facilitate the proceedings. Unless, Parties agree to conduct Conciliation at BHEL premises, the venue is to be arranged by either Party alternately.

25. The parties will bear their own costs including cost of presenting their cases / evidence / witness(es) / expert(s) on their behalf. The parties agree to rely upon documentary evidence in support of their claims and not to bring any oral evidence in IEC proceedings.

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26. If any witness(es) or expert(s) is/are, with the consent of the parties, called upon to appear at the instance of the IEC in connection with the matter, then, the costs towards such witness(es)/expert(s) shall be determined by the IEC with the consent of the Parties and the cost so determined shall be borne equally by the Parties.
27. The other expenditures/costs in connection with the Conciliation proceedings as well as the IEC's fees and expenses shall be shared by the Parties equally.
28. Out of the lump sum fees of Rs 75,000/- for Sitting Fees, 50% shall be payable after the first meeting of the IEC and the remaining 50% of the Sitting Fees shall be payable only after termination of the conciliation proceedings in terms of para 22 hereinabove.
29. The travelling, transportation and stay at outstation shall be arranged by concerned Unit as per entitlements as per Serial No. 3 of the Table at para 23 above, and in case such arrangements are not made by the BHEL Unit, the same shall be reimbursed to the IEC on actuals limited to their entitlement as per Serial No. 4 of the Table at Para 23 above against supporting documents. The IEC Member(s) shall submit necessary invoice for claiming the fees/reimbursements.
30. The Parties shall keep confidential all matters relating to the conciliation proceedings. Confidentiality shall extend also to the settlement agreement, except where its disclosure is necessary for purposes of its implementation and enforcement or as required by or under a law or as per directions of a Court/Governmental authority/ regulatory body, as the case may be.
31. The Parties shall not rely upon or introduce as evidence in any further arbitral or judicial proceedings, whether or not such proceedings relate to the Disputes that is the subject of the Conciliation proceedings:
 - a. Views expressed or suggestions made by the other party in respect of a possible settlement of the Disputes;
 - b. admissions made by the other party in the course of the Conciliator proceedings;
 - c. proposals made by the Conciliator;
 - d. The fact that the other Party had indicated his willingness to accept a proposal for settlement made by the Conciliator.
32. The Parties shall not present the Conciliator(s) as witness in any Alternative Dispute Resolution or Judicial proceedings in respect of a Disputes that is/was the subject of that particular Conciliation proceeding.
33. None of the Conciliators shall act as an arbitrator or as a representative or counsel of a Party in any arbitral or judicial proceeding in respect of a Disputes that is/was the subject of that particular Conciliation proceeding.
34. The Parties shall not initiate, during the Conciliation proceedings, any arbitral or judicial proceedings in respect of a Disputes that is the subject matter of the Conciliation proceedings except that a Party may initiate arbitral or judicial proceedings where, in his opinion, such proceedings are necessary for preserving his rights including for preventing expiry of period of limitation. Unless terminated as per the provisions of this Scheme, the Conciliation proceedings shall continue notwithstanding the commencement of the arbitral or judicial proceedings and the arbitral or judicial proceedings shall be primarily for the purpose of preserving rights including preventing expiry of period of limitation.
35. The official language of Conciliation proceedings under this Scheme shall be English unless the Parties agree to some other language.

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Appendix I

FORMAT FOR SEEKING CONSENT FOR REFERRING THE DISPUTES TO CONCILIATION THROUGH IEC

To,

M/s. (Stakeholder's name)

Sub: Resolution of the Disputes through conciliation by Independent Expert Committee (IEC).

Ref: Contract No/MoU/Agreement/LOI/LOA& date _____.

Sir,

With reference to above referred Contract/MoU/Agreement/LOI/LOA, you have raised certain Disputes/claims. Vide your letter dated _____ you have requested BHEL to refer the Disputes/claims to IEC for Conciliation.

We are enclosing herewith Format (3) for giving consent and the terms and conditions of BHEL Conciliation Scheme, 2018 governing conciliation through IEC. You are requested to give your unconditional consent to the said terms and conditions of the Scheme by returning the same duly sealed and signed on each page. On receipt of your consent, matter will be put to the Competent Authority for consideration and decision.

Please note that BHEL has also certain claims against you (if applicable). BHEL reserves its right to agree or not to agree conciliation of the said disputes through BHEL and this letter is being issued without prejudice to BHEL's rights and contentions available under the contract and law.

Yours faithfully,

Representative of BHEL

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Appendix II

FORMAT FOR GIVING CONSENT BY CONTRACTOR / VENDOR / CUSTOMER / COLLABORATOR / CONSORTIUM PARTNERS FOR REFERRING THE DISPUTES TO CONCILIATION THROUGH IEC

To,
BHEL

.....

Sub: Resolution of Disputes through Conciliation by Independent Expert Committee (IEC).

Ref: Contract/MoU/Agreement/LOI/LOA No & date_____

With reference to above referred contract, our following bills/invoices/claims submitted to BHEL are still unpaid giving rise to Disputes:

SL. no.	Claim Description	Bill submitted to BHEL (no. and date)	Amount of the bill/claim	Amount received from BHEL	Outstanding Amount

Accordingly, we request you to kindly refer the Disputes in respect of above claims to IEC for Conciliation.

We hereby agree and give our unconditional consent to the terms and conditions of BHEL Conciliation Scheme, 2018 governing conciliation through IEC. We have signed the same on each page and enclosed it for your consideration. Yours faithfully,

(Signature with stamp)

Authorized Representative of Contractor

Name, with designation Date

Appendix III

STATEMENT OF CLAIMS/COUNTER CLAIMS TO BE SUBMITTED TO THE IEC BY BOTH THE PARTIES

1. Chronology of the Disputes
2. Brief of the Contract/MoU/Agreement/LOI/LOA
3. Brief history of the Disputes:
4. Issues:
5. Details of Claim(s)/Counter Claim(s):

SI. No.	Description of claim(s)/ Counter Claim	Amount (in INR) Or currency applicable in the contract	Relevant contract clause

6. Basis/Ground of claim(s)/counter claim(s) (along with relevant clause of contract)

Note– The Statement of Claims/Counter Claims may ideally be restricted to maximum limit of 20 pages. Relevant documents may be compiled and submitted along with the statement of Claims/Counter Claims. The statement of Claims/Counter Claims is to be submitted to all IEC members and to the other party by post as well as by email.

26. JURISDICTION:

In case of any suit or other legal proceedings arising under or relating to this Contract, the courts at Trichy, Tamil Nadu only shall have the Jurisdiction and is only after exhausting the, Arbitration Clause.

27. SECRECY OF CONFIDENTIAL INFORMATION:

The Contractor undertakes and agrees that he/it will not disclose or reveal in part or full the proprietary/confidential information, which terms shall mean and include patents, trademarks, service marks, registered designs, copyright, design rights, know-how, confidential information, trade and business names and

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any other similar protected information of BHEL received during negotiation or currency of the contract to any third party or governmental authorities without written permission from BHEL. In the event of termination or expiry of the contract, the contractor shall return all proprietary/confidential information to BHEL. This clause shall survive termination or expiry of the contract.

BHEL reserves the right to initiate appropriate action including legal proceeds / termination of contract, recovery of damages, penalties etc., if the contractor is found guilty / wrong usage of the documents given by BHEL for any unauthorised activity.

28. Signing of Contract:

Each contract document shall be signed by the Contractor with his usual signature. Contract by partnership or Hindu Joint Family firm, may be signed in the FIRM'S name by the Managing Partner or all /one of the Partners on behalf of the firm or the Karta or Manager for HUF as the case may be. Contract by a Company shall be signed with the name of the Company from a person authorised in this behalf and a Resolution or power of attorney or other satisfactory proof, showing that the person signing the Contract documents on behalf of the Company is duly authorised to do so, shall accompany the contract.

29. FRAUD PREVENTION POLICY:

The Bidder along with its associate / collaborators / sub – vendors / consultants / service providers shall strictly adhere to BHEL Fraud Prevention Policy displayed on BHEL website <http://www.bhel.com> and shall immediately bring to the notice of BHEL Management about fraud or suspected fraud as soon as it comes to their notice". Fraud Prevention policy and List of Nodal Officers shall be hosted on BHEL website, vendor portals of Units / Regions intranet.

30. SUSPENSION OF BUSINESS DEALINGS WITH SUPPLIERS / CONTRACTORS:

Penal action can be initiated on the suppliers / Contractors in line with extant 'Guidelines for Suspension of Business Dealings with Suppliers/ Contractors'. The abridged version of extant 'Guidelines for suspension of business dealings with suppliers/ contractors' has been uploaded on <http://www.bhel.com> on "supplier registration page". BHEL's Guidelines for Suspension of Business Dealings with Suppliers/ Contractors shall apply to this Notice Inviting Tender/ Enquiry. The Bidders shall peruse the same prior to submission of the bid. Any action taken or proposed to be taken by BHEL under the said policy shall be without prejudice, and in addition, to other rights and remedies as may be available to BHEL under contract or law."

The offers of the bidders who are under suspension as also the offers of the bidders, who engage the services of the banned firms, shall be rejected. The list of banned firms is available on BHEL web site www.bhel.com.

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

1.1. Commitment by BHEL:

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

1.2. Commitment by Bidder/ Supplier/ Contractor:

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

1.2.2. The bidder/ supplier/ contractor will, when presenting his bid, disclose any and all payments he has made, and is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and shall adhere to relevant guidelines issued from time to time by Govt. of India/ BHEL. 1.2.3. The bidder/ supplier/ contractor will perform/ execute the contract as per the contract terms & conditions and will not default without any reasonable cause, which causes loss of business/ money/ reputation, to BHEL. If any bidder/ supplier/ contractor during pre-tendering/ tendering/ post tendering/ award/ execution/ postexecution stage indulges in mal-practices, cheating, bribery, fraud or and other misconduct or formation of cartel so as to influence the bidding process or influence the price or acts or omits in any manner which tantamount to an offence punishable under any provision of the Indian Penal Code, 1860 or any other law in force in India, then, action may be taken against such bidder/ supplier/ contractor as per extant guidelines of the company available on www.bhel.com and/or under applicable legal provisions".

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31. RISK PURCHASE:

In case of abnormal delays (beyond the maximum late delivery period as per LD clause) or non-fulfilment of any other terms and conditions given in work order, BHEL may cancel the work order in full or part thereof, and may also make a contract of such work/service from elsewhere / alternative source at the risk and cost of the original contractor. BHEL will take all reasonable steps to complete the contract obligations from alternate source at optimum cost. If bidder does not agree to the above Risk Purchase Clause, BHEL reserves the right to reject the offer. In case for compelling reasons BHEL accepts the offer without acceptance of this clause by the bidder and in the eventuality of Risk Purchase, appropriate action will be taken as per BHEL extant rules. This will be without prejudice to any other right of BHEL under the contract. Risk & cost clause, in line with conditions of contract may be invoked in any of the following cases:

1. Contractor's poor progress of the work vis-à-vis execution timeline as stipulated in the contract, backlog attributable to contractor/ supplier including unexecuted portion of work/ supply does not appear to be executable within balance available period (#) considering its performance of execution.
2. Withdrawal from or abandonment of the work by contractor before completion of the work as per contract.
3. Non completion of work / Non-supply by the contractor within scheduled completion/delivery period as per contract or as extended from time to time, for the reason attributable to the contractor.
4. Termination of contract on account of any other reason (s) attributable to contractor.
5. Assignment, transfer, subletting of contract without BHEL's written permission resulting in termination of Contract or part thereof by BHEL.
6. Non-compliance to any contractual condition or any other default attributable to contractor.

Risk and Cost amount against balance work will be calculated as follows:

$$\text{Risk \& Cost Amount} = [(A-B) + (A \times H/100)]$$

Where,

A= Value of Balance scope of Work/ Supply (*) as per rates of new contract

B= Value of Balance scope of Work/ Supply (*) as per rates of old contract being paid to the contractor/ supplier at the time of termination of contract i.e. inclusive of PVC & ORC, if any.

H = Overhead Factor to be taken as 5

In case (A-B) is less than 0 (zero), value of (A-B) shall be taken as 0 (zero).

*(Balance scope of work/ supply)

Difference of Contract Quantities and Executed Quantities as on the date of issue of Letter for 'Termination of Contract', shall be taken as balance scope of Work/ Supply for calculating risk & cost amount.

Contract quantities are the quantities as per original contract. If, Contract has been amended, quantities as per amended Contract shall be considered as Contract Quantities.

Items for which total quantities to be executed have exceeded the Contract Quantities based on drawings issued to contractor from time to time till issue of Termination letter, then for these items total Quantities as per issued drawings would be deemed to be contract quantities.

Substitute/ extra items whose rates have already been approved would form part of contract quantities for this purpose. Substitute/ extra items which have been executed but rates have not been approved, would also form part of contract quantities for this purpose and rates of such items shall be determined in line with contractual provisions.

However, increase in quantities on account of additional scope in new tender shall not be considered for this purpose.

NOTE: In case portion of work is being withdrawn, contract quantities pertaining to portion of work withdrawn shall be considered as 'Balance scope of work/supply' for calculating Risk & Cost amount.

32. Biometric Entry/Exit System for Contract Workmen:

1. The Entry/Exit of the employees engaged by contractor is to be regulated only through Biometric system.
2. The Contractor initially will be issued with a temporary gang pass for his/her employees for a period of ten days.
3. The contractor should arrange photo coverage for all his/her employees within the above stipulated time.
4. The contractor has to submit FORM-I for all his/her contract employees. All the particulars required in FORM-I are to be provided by the contractor without fail.

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5. Every employee of the Contractor shall be provided with Employment Card as per Form XIV (as per Rule 76 of the Contract Labour (Central) Rules, 1971 and the contractor shall instruct its employees to carry the Employment Card as well as Entry Card without fail, while entering/exiting factory.
6. The contractor should educate his employees in registering the attendance through the system.
7. Whenever a contract employee migrates or leaves service of the contractor, the contractor has to surrender the biometric card of the particular employee to Contract Cell with immediate effect, without fail.
8. On completion of the work, the contractor has to surrender all the biometric entry cards issued to its employees immediately to the contract cell. Otherwise, an amount of Rs.200/- per card will be deducted from the final bill/security deposit of the contractor.
9. If any contract employee loses his/her entry card, the contractor shall arrange a duplicate entry card for the employee by paying an amount of Rs.200/-.
10. The Contractor is totally responsible for the biometric cards issued to his/her employee.
11. The Contractor has to indemnify BHEL for all the damages and losses caused by his/her employees.

33. Notices of Accidents:

In the event of an accident the Contractor shall be required to fill injury report and submit to the Engineer in charge immediately and ensure compliance of ESI / Workmen's Compensation of accident as per the Act. The Contractor shall get the Contract personnel engaged by him insured under workmen's compensation policy from any Insurance company in India before actually starting the work. The Insurance coverage should be for the entire period of Contract. The Contractor shall comply with the provisions of the Workmen's Compensation Act 1923. (This should be read in connection with the provisions of ESI Act.)

34. Government Law's covering Under This Contract:

1. The Factories Act, 1948:

Section 32: Floors, stairs and means of access shall be properly maintained to ensure safety. Every place of working should have safe access. When any person has to work at a height from which he is likely to fall, provision shall be made, so far as is reasonably practicable, by fencing or otherwise, to ensure the safety of person so working.

2. Tamil Nadu Factories Rules, 1950

Rule 55: Hoists and Lifts & Rule 55A. Lifting machines, chains, ropes and lifting tackles: Shall be maintained in good condition, thoroughly inspected and examined by competent persons and records to be maintained.

Rule 57: Excessive Weights: No person shall, unaided by another person, lift, carry or move by hand or on head, any material, article, tool or appliance exceeding the maximum limit in weight set out in the schedule (50 kg for adult male and 30 kg for adult female).

Rule 61E: Machinery and plant: No machinery, plant or equipment shall be constructed, situated, operated or maintained in any factory in such a manner as to cause risk of bodily injury.

Rule 61F: Methods of Work: No process or work shall be carried on in any factory in such a manner as to cause risk of bodily injury.

Rule 61G: Stacking and storing of materials etc.: No materials or equipment shall be stacked or stored in such a manner as to cause risk of bodily injury.

Rule 61-K. Examination of eye sight of certain workers: No person shall be employed to operate a crane or to give signals to crane operator unless his eye sight and colour vision have been examined and declared fit by a qualified ophthalmologist.

Rule 61-N and Rule 61- O: Workers to be provided with Personal Protective equipment suitable for the hazards and should be of good quality / have certification by Indian Standard Institute.

Note: For the type of work envisaged, personal protective equipment such as helmet, safety shoes and gloves are essential.

Rule 96: Notification of accidents: Shall be complied with as required in the Factories Act (Section 88 and Section 88A) and Tamil Nadu Factories Rules.

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The Contractor shall in respect of Personnel employed by him either directly or through sub-Contractors, comply with or cause to be complied with following statutory provisions and rules and in regard to all matters provided therein.

The Contract Labour (Regulation & Abolition) Act 1970 and the related Rules.

- a. The minimum wages Act 1948 and the related rules
- b. The payment of wages Act 1936 and the related rules.
- c. The Factories Act 1948 and related Tamil Nadu Rules.
- d. The Employees' Provident Fund & Miscellaneous provisions Act 1952.
- e. The Employees State Insurance Act 1948.
- f. Workmen Compensation Act 1923
- g. Payment of Bonus Act 1965
- h. Maternity Benefit Act, 1961
- i. Payment of Gratuity Act, 1972
- j. Inter-State Migrant Workmen (Regulation of Employment & Conditions of Service) Act, 1979
- k. Equal Remuneration Act, 1976
- l. Industrial Employment (Standing Order) Act, 1960 (In case of engaging 100 or more personnel) m. The Industrial Disputes Act 1947

3. Information technology act 2000

And any other law, or modifications to the above or to the rules made there under from time to time.

35. STATUTORY REQUIREMENTS:

- a. All statutory requirements under Minimum Wages Act, 1948, Factories Act 1948, Workmen Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act, 1952, Payment of Gratuity Act 1972, Employee State Insurance Act 1948, Contract Labour (R&A) Act 1970, Payment of Bonus Act 1965, Income Tax Act, GST Act and all other applicable Acts shall be complied with by the Contractor.
- b. 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.
- c. Contractor shall indemnify BHEL against all claims and losses under various Labour Laws, statutes or any civil or criminal law in connection with employees deployed by him.
- d. Contractor wherever applicable shall maintain proper records prescribed by the concerned statutory authorities and provide a copy of the same to BHEL.
- e. Contractor shall furnish proper returns to the concerned statutory authorities and provide a copy of the same to BHEL.

36. REMOTE TRANSACTIONS: -

The Contractor shall agree to and comply with all such terms and conditions as BHEL may prescribe from time to time and shall confirm that all transactions effected by or through facilities for conducting remote transactions including the Internet, World Wide Web, electronic data interchange, call centers, teleservice operations (whether voice, video, data or combination thereof) or by means of electronic, computer, automated machines network or through other means of telecommunication established by BHEL shall constitute legally binding and valid transactions when done. Any transaction pertaining to the tender from both the parties of business done round the clock irrespective of the office or business hours of the companies, are valid legally and binding on both the parties. This applies to the extent only in such cases where deadline time for transaction is not specifically declared by either or both the parties to the business. In case Letter of Intent (LOI) is issued through email, the PC generated time and date of mail shall be construed as the official time and date of release of LOI. In as much as this date is within the last date of validity given by the bidder the LOI is said to have been issued within the validity period and shall be binding on both the parties to the business.

37. CHANGE IN CONSTITUTION OF FIRM:

Changes in constitution of firm whenever it is made after submission of application or during currency of the Contract, the existing firm has to duly inform the proposed changes to Contracting department of BHEL at the appropriate time before the changes in the constitution are made. In case the absence of any

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such information BHEL is not responsible for the consequences arising out of the absence or suppression of information and the issue / dispute arising out of these changes and the firm is responsible for settling the issue or dispute among themselves (Partners etc.) or with the bankers or with any third party. Under the above circumstances when dispute arises and the firm does not inform the change in the constitution of the firm BHEL has the right for suspending or terminating the Contract.

38. Common Terms and Conditions for Works Contract relevant to Safety:

Following points shall be ensured for the safety of contract employees:

I. Identity and Entry:

1. The contractors to give identity card to their employees with full details like employee name, company name, age, blood group, contact person with phone no. etc.
2. The contractors not to employ people whose age is below 18 years.
3. HR/ Welfare will issue passes to the trained employees only.
4. Welfare section shall arrange for necessary infrastructure (biometric entry) for enrolment of new contract workers. Biometric entry system will be made available in North Gate and Unit 2 initially.
5. The data of daily entry of contract workers through biometric will be made available online to the contract awarding departments HR/Welfare.

II. Training:

1. Safety, first aid and firefighting training to be given to two responsible persons in each contract and they should take care of their groups on day to day working.
2. This shall be done within a period of 2 weeks after awarding of fresh contract.
3. For ongoing contracts, the contractors have to identify the persons to be trained within a period of 2 weeks.
4. Driving/operation of Crane/jumbo/Fork lift etc. are to be done only by authorized persons.

III. Dress Code:

1. As per scope of work

IV. Procedures:

1. Smoking, audio-playing (mobile phone, iPod, inbuilt music systems etc. in the vehicles.) are banned within the factory premises.
2. Moving to unrelated areas must be strictly avoided by the contract employees entering to the other areas only with knowledge of concerned department.
3. Procedure (SOP) given from user departments are to be adopted for all operations and maintenance — e.g. tank cleaning, FT plant maintenance, Sewage maintenance, Oxidation pond maintenance, operation of substation, transformer maintenance etc. User departments agreed to generate procedures incase if not available already (Snake catching, Monkey catching, Honey comb removal etc.).
4. Adequate precautions to be taken while waste removal like paint sludge removal, chromic sludge removal, phenol and tar removal by contract employees.
5. The contractor should clearly inform the hazards involved to the employees MSDS to be displayed.
6. The contract employees involved in tank cleaning, ET plant maintenance, Oxidation pond maintenance should know swimming and strict monitoring should be ensured.
7. Line clearance (LOTO) procedure to be followed during bulb changing, electrical substation maintenance, ay, maintenance, furnace instrumentation etc.
8. Work permits to be obtained for jobs like work at height, excavation, blasting, hot work, pipe line work, roof light maintenance, work at confined space like cellar.
9. Users agreed to initiate the permits for all the works mentioned in the table given below to safety Management for clearance.
10. Specified Speed limit 20 kmph to be followed by all the vehicles entered in factory premises.
11. Procedure given by user departments for spray painting, brush painting and dip painting should be followed. Paint sludge removal, empty tin removals etc. are to be periodically carried out and sent to disposal stores.

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Work Permit Instructions: -

1	Work at height	Only experienced and qualified persons shall be allowed to carry out the work at height. Physically fit without any vertigo problem. Wear safety belt and use life line, Net etc.
2	Confined space work, cellars, furnace ducts	Oxygen level to be checked before work, proper breathing apparatus to be used. Only experienced people shall be allowed to carry out the work at cellars/confined space.

Equipment's:

1. All the equipment used by the contractors are to be in good condition with all safety provisions and to be checked and certified by the department officials.
2. Electrical supply to be taken through the M&S department. Unauthorized connections taken any will be viewed seriously.
3. Welding machines are to be used with proper earth connection. Cables should be in good condition. Insulation to be checked regularly and maintained.
4. Qualified electricians are only to be used for giving connections.
5. Good quality Electrical equipment and tools are to be used with valid certificates. These certificates must be shown on demand.
6. For portable electrical equipment supply to be taken using plugs points.
7. Wires /cables extension box should be in good condition.
8. Proper earthing should be maintained.
9. Mobile Crane, Fork lift, Trailers; JCB etc. should be in good condition with specified capacity and should not cause any untoward incident while in use.
10. Fitness Certificate issued by competent person approved by Govt. authorities, insurance and emission certificate etc. should be in possession and should be shown on demand.

V. Welfare:

1. The contractors are directed to generate PF number and ensure PF contribution remittance for all contract workmen engaged by them.
2. Bio-Metric Entry for Contract Workmen Contractors have been directed to cover all the contract workmen engaged by them through Bin-Metric Entry System

VI. Violations:

The following will be treated as serious violations and appropriate actions are to be Initiated by the users:

1. Employing people whose age is below 18 years.
2. Not wearing safety shoes or normal shoes (Contract employees will not be permitted after the security gates).
3. Not wearing FTEs.
4. Working without proper work permit.
5. Possession of mobile phones other than taxi drivers.
6. Using mobile phones while driving.
7. Unauthorized electrical connections.
8. Driving/operation of Crane/jumbo/Fork lift etc. by unauthorized persons.
9. Unauthorized operation/driving of Lorries, mobile cranes etc.
10. Smoking, alcohol, audio-playing etc.
11. Moving to unconnected areas.

Any willful act that creates unsafe conditions.

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39. It will be the responsibility of the Contractor to ensure that the contractor himself, labour engaged for the work, are required to possess valid necessary license for execution of work from statutory authorities, renewal of the same periodically, during the occurrence of the contract and scrupulously adhere to the prevailing safety regulations, safety precautions and measures. BHEL will not be responsible for the lapses, shortcomings arising out of such deviations and the contractor will be responsible for any such eventualities and liabilities if any.

40. Compensation Clause:

“BHEL shall recover the amount of compensation paid to victim(s) by BHEL towards loss of life / permanent disability due to an accident which is attributable to the negligence of contractor, agency or firm or any of its employees as detailed below.

- a) Victim: Any person who suffers permanent disablement or dies in an accident as defined below.
- b) Accident: Any death or permanent disability resulting solely and directly from any unintended and unforeseen injurious occurrence caused during the manufacturing/operation and works incidental thereto at BHEL factories/offices and precincts thereof, project execution, erection and commissioning, services, repairs and maintenance, trouble shooting, serving, overhaul, renovation and retrofitting, trial operation, performance guarantee testing undertaken by the company or during any works/during working at BHEL Units/Officers/townships and premises/Project sites
- c) Compensation in respect of each of the victims:
 - (i) In the event of death or permanent disability resulting from Loss of both limbs: Rs 10,00,000/- (Rs Ten lakh)
 - (ii) In the event of others permanent disability: Rs.7,00,000/- (Rs. Seven Lakh)
- d) Permanent Disablement: A disablement that is classified as a permanent total disablement under the proviso to section 2 (I) of the Employee's Compensation Act, 1923”

41. Final Bill:

As soon as possible after the completion of the work to the satisfaction of the Engineer-in-charge, the contractor shall forward a certified final account on BHEL form, in duplicate. It shall be accompanied by all abstracts, vouchers etc., in support thereof and shall be prepared in the manner prescribed by the Engineer-in-charge. No claims will be entertained after the receipt of the final bill. The Contractor shall be entitled to be paid the final sum less the value of payments already made on account subject to certification of the final bill by the Engineer-in-charge. Any sums due from the contractor on account of Tools & Plant, Stores or any other items provided by BHEL not yet recovered from the contractor shall be deducted from the final sum aforesaid. No charge shall be allowed to the Contractor on account of the preparation of the final bill.

No deviation and Declaration to be given by vendor in vendor's letter head

Name of work:

Enquiry No:

We, the vendor, do hereby declare that we do not have any deviations to the tender terms and conditions as per

1. Technical Bid-Qualifying Criteria-Price bid
2. Scope of Work & Special/Technical Terms and Conditions
3. General terms & Conditions of Contract

We have gone through all the tender terms and conditions; we have noted down the job content & site conditions. We have quoted our offer for all items by taking care of unit of measurement given in the Bill of quantities against individual items. In the event of observance of any deviation in any part of our offer at a later date whether implicit or explicit, the deviations shall stand null & void. We assure that no tampering was done to any part of tender document by us and if otherwise will lead to rejection of our bid. We confirm to have submitted our offer strictly in accordance with tender instructions.

We also hereby confirm the following points with ref to the above works, if ordered on us:

1. We do hereby confirm that we will pay (i) at least the minimum wages (minimum basic wages + minimum DA) to all the persons engaged (Un Skilled / Semi-Skilled / Skilled / Supervisor category) by us in the above contract as per the Tamilnadu Government Minimum Wages Act - 1948 & also as per any revisions made by the State Govt. from time to time and Bonus as per the Bonus Act-1965 along with Wage.
2. ESI, PF & Bonus (both Employer and Employee contributions) amounts are to be remitted for total wages to be paid as mentioned in (i) & (ii) of point 1 and challans to be produced along with invoices for all the respective persons engaged in the above contract.
3. The quoted amount/ rate in this tender will remain firm throughout the entire Contract period and no extra payment against service charges will be claimed from BHEL under any circumstances from our end.
4. We, the contractor, will disburse the salary/wages to all the persons engaged in the contract ONLY through nationalized banking channel in their respective accounts & the relevant Bank statement / proof for Bank payment will also be produced along with PF and ESI challans to the Welfare Section every month for processing our invoices for payment.
5. We will pay the previous month salary in full to our employees before 7th of every month and will not adjust any advance/ loan / repayment due by the employee to us.
6. All the payments to the persons engaged in the contract will be paid ONLY through nationalized bank. No other mode of payment (hand payment / account transfer as advance payment or any other) is acceptable as salary.
7. In case we fail to pay the minimum wages to all the persons engaged in the contract which includes Minimum wages with ESI and PF (both Employee and Employer contributions) for every month including Bonus, BHEL has the right to recover from the outstanding payments to us either under this Contract or in any other Contract(s) or from Security Deposit or from both. In case this amount is insufficient for such recoveries, we shall make good the balance amount by actual payment. In addition, BHEL, Trichy may recover the said amounts through other running contracts from BHEL's sister units.
8. We also confirm to all the Terms & Conditions as per your above referred Enquiry & as per our offer submitted against the same. We also declare that, we have not been suspended or black listed or issued with Show Cause Notice by BHEL Trichy-14 or any other BHEL Unit or any PSU/ Government organization.
9. We will obtain and submit Labour License (As applicable) within 30 days from award of work.
10. I/ We confirm that other than us, none of our group concerns or affiliates etc. are participating in the tender either directly or indirectly through any other agency under same proprietor/ common director(s)/ common partner(s).

EMD PAYMENT VIDE E-COLLECT

This explains how to make Payments to BHEL- Tiruchirappalli and through SBI-ECollect. Vendors (EMD and SD Payments payable by others) can utilise this facility. Payments can be made using Internet Banking, Debit Cards/Credit Cards etc. SBI Charges a minimum amount for every transaction. This may vary according to the MODE selected.

STEP BY STEP PROCEDURE:

Login to <https://www.onlinesbi.com>

1. Select State Bank Collect available on the top (pre login page)
2. Accept the terms and conditions and click “PROCEED”
3. Select State “TAMILNADU “and Institution type “INDUSTRY “.
4. Select “BHEL TRICHY under “INDUSTRY”.
5. In the next page, Select APPROPRIATE category, fill details correctly & click “SUBMIT”.
6. If all details entered are correctly populated, click “CONFIRM “to proceed.
7. Make payment as per your convenience. (Options available are payment of fees through SBI Net Banking, State Bank ATM cum Debit Cards / Other Bank Debit / Credit Cards and through SBI Branches).
8. SAVE & Keep the copy of receipt for future reference.

**HOW TO TAKE RECEIPT FOR A PAYMENT MADE, EVEN ON A LATER DATE:
(PLEASE CHECK THE STATUS BEFORE MAKING PAYMENT SECOND TIME)**

1. Login to www.onlinesbi.com
2. Select State Bank Collect available on the top (pre login page)
3. Accept the terms and conditions and click “PROCEED”
4. Select “PAYMENT HISTORY “option available on the left side of screen.
5. Using two options as mentioned below, you can get the receipt:
 - a. Type the same Date of Birth, Mobile Number which you have entered at the time of making payment through SB collect. Select the date range and submit.
 - b. If you know the payment reference number, then enter the Reference number (DU...) along with anyone information (Date of Birth / Mobile number, which you have entered at the time of making payment). Select the date range and submit.

1. In the next page, take print out of receipt.

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ANNEXURE-A3

(NOTE: VENDORS ALREADY HAVING VENDOR CODE/PAID VIA EFT WITH BHEL TRICHY PREVIOUSLY NEED NOT FILL THIS)

ACCEPTANCE FOR ELECTRONIC FUND TRANSFER NEFT/ RTGS TRANSFER

1	NAME & ADDRESS OF THE SUPPLIER	
2	VENDOR CODE assigned by BHEL	
	Details of Bank Account:	
3	NAME & ADDRESS OF THE BANK	
4	NAME OF THE BRANCH	
5	BRANCH CODE	
6	MICR CODE	
7	ACCOUNT NUMBER	
8	TYPE OF ACCOUNT	SB a/c / CURRENT a/c / OD / CASH CREDIT
9	BENEFICIARY'S NAME	
10	IFSC CODE OF THE BRANCH	
11	EMAIL ID	
12	TELEPHONE/MOBILE NO.	

CERTIFICATE I / We hereby agree to receive the payments due from BHARAT HEAVY ELECTRICALS LIMITED by the National Electronic Funds Transfer and/or RTGS Transfer mode by credit to my / our above mentioned Bank Account. I / We also agree that payments made to the above mentioned Account is a valid discharge of the liability of Bharat Heavy Electricals Limited. I / We also agree to bear the applicable Bank Charges for the above mode of transfer. **A copy of the cheque leaf/cancelled cheque leaf of the above account is sent herewith.**

AUTHORISED SIGNATORY WITH NAME SEAL

Banker's Certification

We confirm that we are enabled for receiving RTGS and NEFT credits and we further confirm that the account number of _____ (name of account holder), the signature of the authorized signatory and the MICR and IFSC codes of our Branch mentioned above are correct.

PLACE:

(Manager / Officer's)

DATE:

Signature Under Bank stamp and Name Seal

With Membership No.

(Telephone / Mobile No. _____)

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ANNEXURE-A4

The tender must be signed digitally / physically by Proprietor/ Managing Partner/ Director of the Firm. If any other person is authorized to sign the tender, this copy of Power of Attorney must accompany the tender.

POWER OF ATTORNEY

(TO BE SUBMITTED ON BIDDER'S LETTER HEAD)

I/We do hereby make, nominate, constitute and appoint Mr, whose signature given below herewith to be true and lawful Attorney of M/s hereinafter called 'Company', for submitting Tender and inter alia, sign, execute all papers and to do necessary lawful acts on behalf of our Company with M/s Bharat Heavy Electricals Ltd, HPBP, TRICHY-620 014, in connection with (Name of work).

vide Tender Enq No: _____, dated _____. And the Company do hereby agree to ratify and confirm all acts, deeds, things or proceedings as may be lawfully done by the said attorney and by or on behalf of the company and in the name of the company, by virtue of the powers conferred herein and the same shall be binding on the company and shall have full force and effect.

Director/CMD/Partner/Proprietor

Signature of Mr.....(Attorney)

Attested by: Director/CMD/Partner/Proprietor

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ANNEXURE-A5

Illustration for arriving the rates for individual items of BoQ by BHEL for the total amount quoted by the vendor

Contractor shall only quote the total amount for the work and not the individual rates for every item of BoQ. The amount quoted shall include all taxes and Goods & service tax. Applicable Goods & service tax would be paid extra. GST component will be derived based on quoted GST% in technical bid.

The rates for the individual items of BoQ would be arrived by BHEL as follows: -

In this illustration, assume there are 2 items in the BoQ and the respective quantity and Percentage allocation is specified as below.

Item	Quantity	Unit	% allocated
1	500	Each	60%
2	400	Each	40%

If the total amount quoted by a vendor is 1,00,000/- (One lakh) for the entire package,

Then,

Rate per unit for Item 1 would be arrived as = $(₹1,00,000 \times 60\%) / 500 = ₹120.00/-$
(assuming vendor indicated 5% GST for the item in PART I, rate excluding GST will be = ₹ 114.28/- + 5% GST

In the same manner, the rate per unit, for item 2 would be arrived as follows,

Rate per unit for Item 2 = $(1,00,000 \times 40\%) / 400 = ₹100.00/-$
(similarly if GST for the above item indicated by vendor 18%, then rate excluding GST will be = ₹ 84.74/- + 18% GST

The rates will be rounded off to nearest two decimal places only, so as to match the total amount or closest to the total amount, quoted by the vendor. Rates so arrived by BHEL shall be final and binding on the contractor.

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PART-II (PRICE BID)
(BILL OF QUANTITIES)

(Do not write any amount/ values here. Quote should be given only online in price bid xl. format).

Schedule-1: CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY FOR ONE YEAR DURING 2022-23.				
Sl. No.	DESCRIPTION	QTY	UOM	% Allocation
1	MANPOWER COST			
1.1	Manpower Charges	12	MONTH	73.500%
2	HOUSEKEEPING CONSUMABLES			
2.1	Bleaching Powder	120	KG	0.031%
2.2	Exo powder / Equivalent	336	KG	0.100%
2.3	Phenol	204	Ltr.	0.063%
2.4	Soap oil	156	Ltr.	0.038%
2.5	Perfume liquid for floor cleaning	36	Ltr.	0.276%
2.6	Sanitary colour cubes for urinal	720	PC	0.018%
2.7	Naphthalene balls	24	KG	0.025%
2.8	Toilet cleaning acid / Equivalent	36	Ltr.	0.004%
2.9	Dettol	24	Ltr.	0.097%
2.10	Mop threads	144	SET	0.044%
2.11	Flower brooms	168	PC	0.068%
2.12	Coconut brooms	96	PC	0.014%
2.13	Cobweb Remover	24	EACH	0.016%
2.14	Muthu brush (Closet cleaning brush)	84	EACH	0.028%
2.15	Nylon scrubber	120	EACH	0.007%
2.16	Sundry / Tile Cleaning Brush	24	EACH	0.004%
2.17	Harpic/Domex (Toilet cleaner)	36	Ltr.	0.044%
2.18	Colin (Glass cleaner)	24	Ltr.	0.047%
2.19	Silvo (Chrome bath fittings cleaner)	6	Ltr.	0.040%
2.20	Odonil/Wonder Fresh / Deo-n-Fresh (Air Freshener)	960	PC	0.412%
2.21	Dettol Handwash	120	Ltr.	0.244%
2.22	Duster Cloth	144	PC	0.019%
3	GUEST AMENITIES			
3.1	Toothpaste	6300	NO	0.772%
3.2	Toothbrush	6300	NO	1.159%
3.3	Hair Oil	6300	NO	0.386%
3.4	Soap	6300	NO	0.077%
3.5	Shampoo	6300	NO	0.154%
3.6	Comb	6300	NO	0.154%
3.7	Talcum Powder	6300	NO	0.772%

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4	HOUSE LINEN LAUNDRY			
4.1	Big Item (Double/Single Bedsheet - Colour/White, Bath Towel)	25200	NO	6.056%
4.2	Small Item (Pillow Cover, Towel Hand)	12600	NO	2.626%
4.3	Blanket/Curtain	900	NO	0.441%
5	FOOD SERVICES			
5.1	Veg Breakfast as per menu	8500	NO	3.648%
5.2	Packed Breakfast / Tiffin as per menu	50	NO	0.015%
5.3	Veg Lunch/Dinner as per menu	11250	NO	6.897%
5.4	Packed Veg Lunch/Dinner as per menu	50	NO	0.018%
5.5	Continental Lunch/Dinner as per menu	225	NO	0.166%
5.6	Tea / Coffee / Milk(180ml)	7750	NO	0.760%
5.7	Non-veg Side Dish as per menu	1050	NO	0.515%
5.8	Fresh Fruit Juice (180 ml) as per menu	75	NO	0.009%
5.9	Corn Flakes with milk and sugar	150	NO	0.018%
5.10	2 eggs omelette/scrambled	1325	NO	0.162%
5.11	2 Bread slices with butter and Jam	125	NO	0.009%
5.12	Pot Tea/Coffee, Pot Milk (2 Cups)	50	NO	0.007%
5.13	Fruit Salad (50 gms)	175	NO	0.021%
5.14	Sweets (40 gms)	75	NO	0.009%
5.15	Vada / Bonda / Snack(25gm)	100	NO	0.010%
				100.000%

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Schedule-2: CATERING AND HOUSEKEEPING SERVICES FOR BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

ITEM	ITEM DESCRIPTION	QTY	UOM	% Allocation
1	MANPOWER COST			
1.1	Manpower Charges	12	MONTH	78.348%
2	HOUSEKEEPING CONSUMABLES			
2.1	Bleaching Powder	36	KG	0.023%
2.2	Exo powder / Equivalent	96	KG	0.074%
2.3	Phenol	48	Ltr.	0.038%
2.4	Soap oil	48	Ltr.	0.031%
2.5	Perfume liquid for floor cleaning	12	Ltr.	0.240%
2.6	Naphthalene balls	12	KG	0.033%
2.7	Toilet cleaning acid / Equivalent	12	Ltr.	0.004%
2.8	Dettol	12	Ltr.	0.127%
2.9	Mop threads	36	SET	0.029%
2.10	Flower brooms	48	PC	0.051%
2.11	Cobweb Remover	12	EACH	0.021%
2.12	Muthu brush (Closet cleaning brush)	24	EACH	0.021%
2.13	Nylon scrubber	36	EACH	0.006%
2.14	Harpic/Domex (Toilet cleaner)	12	Ltr.	0.038%
2.15	Colin (Glass cleaner)	6	Ltr.	0.031%
2.16	Silvo (Chrome bath fittings cleaner)	1.2	Ltr.	0.021%
2.17	Odonil/Wonder Fresh / Deo-n-Fresh (Air Freshener)	300	PC	0.337%
2.18	Dettol Handwash	60	Ltr.	0.319%
2.19	Cloth Duster	48	PC	0.017%
3	GUEST AMENITIES			
3.1	Toothpaste	1,848	NO	0.592%
3.2	Toothbrush	1,848	NO	0.889%
3.3	Soap	1,848	NO	0.296%
3.4	Hair Oil	1,848	NO	0.059%
3.5	Shampoo	1,848	NO	0.118%
3.6	Comb	1,848	NO	0.118%
3.7	Talcum Powder	1,848	NO	0.592%
4	HOUSE LINEN LAUNDRY SERVICES			
4.1	Big Item (Double/Single Bedsheet - Colour/White, Bath Towel)	7,392	NO	4.739%
4.2	Small Item (Pillow Cover, Towel Hand)	3,696	NO	1.185%
4.3	Blanket/Curtain	300	NO	0.481%
5	FOOD SERVICES			
5.1	Veg Breakfast as per menu	4,500	NO	5.049%

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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5.2	Packed Breakfast / Tiffin as per menu	25	NO	0.020%
5.3	Veg Lunch/Dinner as per menu	3,000	NO	4.808%
5.4	Packed Veg Lunch/Dinner as per menu	25	NO	0.024%
5.5	Tea / Coffee / Milk(180ml)	4,500	NO	1.154%
5.6	Fresh Fruit Juice (180 ml) as per menu	25	NO	0.008%
5.7	Corn Flakes with milk and sugar	25	NO	0.008%
5.8	2 eggs omelette/scrambled	25	NO	0.008%
5.9	2 Bread slices with butter and Jam	25	NO	0.005%
5.10	Pot Tea/Coffee, Pot Milk (2 Cups)	25	NO	0.009%
5.11	Fruit Salad (50 gms)	25	NO	0.008%
5.12	Sweets (40 gms)	25	NO	0.008%
5.13	Vada/Bonda/Snacks	50	NO	0.013%
				100.000%

(Note: Do not write any amount/ values here.) Total lump sum value of work **including** applicable GST, Quote should be given only online price bid xl format) GST applicable shall indicated in separate column in online price bid.

Refer Annexure-A5, for rates to be arrived by BHEL.

Notes:

Payment of BHEL additional wages for the contract workers engaged by the Contractors has been discontinued. The same may be noted by all bidders.

1. Total lump sum **amount including applicable GST, for the corresponding schedule** quoted shall be for the total quantity indicated, for the total contract duration as per tender.
2. The quoted **amount** shall be inclusive of all taxes and duties levied or to be levied both by Central and State Government authorities from time to time, **INCLUDING** applicable GST. Applicable GST% for every item, shall be indicated in technical bid. Goods & Service Tax will be paid extra on production of documentary evidence.
3. The contractor shall quote only the lowest possible **amount** that can be offered for the intended quantity. Quotation should be valid for a period of 120 days from the date of Technical bid opening.
4. In the course of evaluation, if more than one bidder happens to occupy L-1 status, effective L-1 will be decided by soliciting discounts from the respective L-1 bidders. In case more than one bidder happens to occupy the L-1 status even after soliciting discounts, the L-1 bidder shall be decided by a toss/draw of lots, in the presence of the respective L-1 bidder (s) (or their representatives). (Ranking will be done accordingly. BHEL's decision in such situations shall be final and binding.
5. The **amount** quoted shall remain firm and valid during the entire period of contract (including extended period if any) and no extra payment will be reimbursed to the contractor by BHEL.
6. The tenderer by participating in this tender, hereby confirms they had read and accepted all the Terms and conditions in Tender Schedule, also rate quoted with inclusive of any taxes and duties levied, Goods & Service Tax (GST) etc. has been considered by the tenderer for the total contract period.

NAME OF WORK: OUTSOURCING OF CATERING AND HOUSEKEEPING SERVICES FOR ROCKFORT & KAILAS GUEST HOUSE AT TRICHY AND BHEL TRANSIT FLAT AT CHENNAI FOR ONE YEAR DURING 2022-23.

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7. No other pre conditions along with your offer will be entertained by BHEL.
8. The contractor while quoting shall take care of units specified against every item in bill of quantities.
9. Evaluation of the offer shall be done on “Net Cash outflow to BHEL after taking into account applicable Taxes and Duties” and overall (package) L1 basis. The L1 position based on the quoted values (subject to calculations) including applicable Goods & Services tax (GST), will not necessarily mean L1 for a vendor, but the net liability to BHEL, after considering the Goods & Services tax (GST) criteria for all the vendors who had participated in the tender. In case of exemption from the payment of Goods & Services tax (GST), the vendor has to submit a declaration along with the tender. For such exempted vendor, Vendor cannot claim GST from BHEL, during the execution of the contract (if awarded) even if their status under GST changes to regular tax payer.
10. In case a NON-MSE vendor is L1 and MSE vendors offer values are within quoted (L1 + 15 %), the L1 offer value shall be counter offered to MSE Vendors as per Price ranking. As the work cannot be split amongst two or more vendors, 100 % work shall be awarded to MSE vendor accepting the counter offered L1 value of Non MSE L1 Vendor.

Wherever draw of lots is needed and if it is to be resorted between MSE and NON MSE bidder/s, only MSE bidder/s will be considered for draw of lots.