

2020

**BHARAT HEAVY ELECTRICALS LIMITED
ELECTRIC & PHOTOVOLTAIC DIVISION,
BENGALURU
TENDER DOCUMENT**

Name: Daisy Basumatary

**Designation: Dy. Manager (HR),
BHEL**

Date : 08.06.2020



TENDER DOCUMENT

- 1.0 BHEL/EPD (A Govt. of India Enterprise) is desirous of engaging an experienced, professional agency for House keeping and catering services on Job/Works Contract basis for running Transit Flats (Eight Rooms with Double Occupancy) and VIP Guest House (Three Rooms) round-the-clock basis.
- 2.0 Sealed Bids are invited under Single stage two part bid system from the competent Agencies with sound Technical and financial capabilities, fulfilling the qualifying requirements stated in the tender documents.
- 3.0 Interested and eligible parties may study the tender document carefully and offer their bids.
- 4.0 The salient features of the tender documents are as follows :
 - a. Notice inviting Tender
 - b. Instruction to Tenderer
 - c. General terms and conditions
 - d. Duties and Responsibilities of Contractor
 - e. Contract Work description
 - f. Proforma for offering techno- commercial bid
 - g. Special terms and conditions of Contract
 - h. Price Bid Format
 - i. Declaration by Contractor
 - j. Agreement between Contractor and BHEL- EPD
 - k. Third party Non Disclosure Agreement
- 5.0 The tender documents are available in the Web Site of **BHEL www.bhel.com**. Corrigendum if any will be published in BHEL web site only.
- 6.0 In case, tender documents are requested by post, BHEL-EPD shall not be responsible for any delay due to any reasons (including postal delay) either in receiving the Agency's request nor receipt of tender documents by the Agency.

(Signature & Designation of Official)



BHARAT HEAVY ELECTRICALS LIMITED
Electric & Photovoltaic Division, Malleswaram,
Bengaluru - 560 012

**TENDER
DOCUMENT
(PART – A)**

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BHARAT HEAVY ELECTRICALS LIMITED
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**TENDER
DOCUMENT
(PART – A)**

1.0 NOTICE INVITING TENDER

1. Tender No: **BHEL/EPD/TF/2020** **Dated 08.06.2020**
2. Name of the Contract: **Maintenance Contract of Transit Flat at EPD**
3. Qualifying Requirement : As per NIT Terms & Conditions
4. Duration of Contract: 1st July 2020 to 30th June 2022
5. Earnest Money Deposit to accompany Tender : Rs 59733/-
(Rupees fifty nine thousand seven hundred and thirty three only) In the form of a crossed Demand Draft/EFT favoring BHEL-EPD, Bengaluru. or pay in slip issued by BHEL cash counter
7. Cost of Tender documents: NA
8. Issue of tender documents: From 08.06.2020 onwards
9. Last date for Issue of tender documents : 12.30 pm on 30.06.2020
10. Last date for submission of tender doc. : Up to 14.00 hrs of 30.06.2020
11. Date and time of opening of Tender (Part-A): at 14.30 hrs on 30.06.2020

Date: 08.06.2020

Name: Daisy Basumatary
Designation: Dy. Manager (HR)
BHEL-EPD, Bengaluru



2.0 INSTRUCTIONS TO TENDERER:

2.1 Tender is a two part bid system. The tender documents consist of Part - A and Part - B as detailed below:

Part 'A': **Techno-commercial Bid** (To be submitted in sealed cover enabling us to open on **30.06.2020 at 14.30 hrs.**)

Part 'B': **Price Bid to be submitted in sealed cover as per Tender conditions.**

2.2 Part 'A' must be duly completed and sealed along with the Earnest Money Deposit (EMD) either in the form of DD or UTR Number (if paid through EFT) in a separate envelope superscribed "Tender Enquiry No. **BHEL/EPD/TF/2020 dated 08.06.2020** Part 'A' Techno-commercial Bid". **The tenderer shall not indicate the price or rate in the PART-A: Techno-commercial bid.**

2.3 The tenderer shall expressly accept all the terms and conditions of the Tender. The tender which does not comply with the BHEL's Terms & Conditions may be rejected as Non-responsive/non-conforming and non-acceptable.

2.4 Part 'B' must be duly completed with reference to the tender conditions and put in a separate sealed envelope superscribed "Tender No **BHEL/EPD/TF/2020 dated 08.06.2020 Part 'B' - Price Bid**".

2.5 The Techno commercial Bid (Part - A) and general terms and conditions shall be attached to Techno-commercial offer with **each page duly signed** by the tenderer as a token of acceptance.

2.6 Part 'B' – **the Price Bid should not carry any conditions. Price / Rate should be quoted in clear terms in the format given by BHEL.**

2.7 The techno-commercial offer will be opened on the due date. The tenders meeting our techno-commercial requirements will be considered for online initial sealed bid auction at a later date for which eligible vendors will be intimated in due course.

2.8 "BHEL shall be resorting to Reverse Auction (RA) (Guidelines as available on www.bhel.com) for this tender. RA shall be conducted among all the techno-commercially qualified bidders. All the Price bids of all the techno-commercially qualified bidders shall be opened and same shall be considered as initial bids of bidders in RA. In case any bidder(s) do(es) not participate in online Reverse Auction, their sealed envelope price bid along with applicable loading, if any, shall be considered for ranking."

2.9 The tender forms both Part 'A' & 'B' duly filled in all respects shall be signed on each page by the tenderer. Any alteration, erasing will render the tender invalid. Corrections, over writing, cutting(s) etc. are not permitted. All entries in the tender document should be in one ink. All the columns in the tender form should be filled without leaving any column blank in any page of the tender. In case any of the relevant columns are left blank, the tender can be rejected. However, alteration neatly carried out and duly attested over with the full signature of the tenderer is permitted.

2.10 The tenderer should submit the tender documents intact without detaching any page or pages.

2.11 The Name of the tenderer should be written or the contractors seal to be put on the sealed envelope.

2.12 Before making the offer, the tenderers are advised to carefully go through the terms and conditions, which form part of the Agreement.



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- 2.13 **The price/rate should be quoted in figures as well as words.**
- 2.14 Each and every page of tender documents should be stamped & signed by the tenderer.
- 2.15 Tender documents consisting of Part 'A' & 'B' duly sealed in separate envelopes should be sealed in another envelope superscribed as “Tender No **BHEL/EPD/TF/2020 dated 08.06.2020**” and should be deposited in the EPD Tender Box kept at Tender Room so as to reach on or before **14.00 hrs on 30.06.2020**. The tender documents may also be sent either by Registered Post / Speed Post / Courier so as to reach **Daisy Basumatary, Dy. Manager (HR), HRM, BHEL-EPD, CNR Rao Circle, Malleswaram, Bangalore-12** on or before the said date and time. Part 'A' of tender form i.e. Techno-commercial Bid will be opened on **30.06.2020 at 14.30 hrs** on the same day in the presence of tenderers or their representatives who are present for the tender opening. Tenderers who qualify in the Techno-commercial Bid will be intimated to attend the tender opening of part 'B' - Price bid at a date to be notified separately. Part 'B' i.e. Price Bid will be opened at the specified date in the presence of the tenderers or their representative who are notified to attend the tender opening.
- 2.16 For any further details required, **Daisy Basumatary, Dy. Manager (HR) of BHEL/EPD, Bengaluru** may be contacted in person or through Telephone Nos. **080-22182394**.
- 2.17 BHEL reserves the right to assess the capacity and capability of the parties for pre-qualification. The company also reserves the right to accept or reject any or all the tenders or any part thereof at any stage of process without assigning any reason whatsoever. The company has no obligation to accept the lowest tender. Offer of the Tenderer if prima-facie found not comparable with the quantum of work envisaged and the bid is a desperate effort to be L1, then the offer is liable to be rejected. BHEL's decision in this regard shall be final and binding.
- 2.18 **PRICE BID** - The tenderers are required to submit their quotation for all the items listed in the Price Bid format given along with the tender documents. The price should be quoted for each activities after careful study of the actual job requirement so that, in case the contract is awarded, contractor should not express any difficulties in execution of the contract.
- 2.19 While quoting for the contract, the bidder is required to quote considering Daily Wage, Holiday Wages and bonus amount at minimum of @8.33% of Minimum wages. Form C / D has to be submitted to BHEL for having disbursed the bonus.
- 2.20 Apart from the Minimum Wages & Bonus payable as per statute, the tenderer would be required to pay allowances/incentives as decided and communicated by BHEL.
- 2.21 Any increase in DA by Appropriate Govt Notification effective for the six months/one year will be made applicable in BHEL, hence such increase should be paid over & above the rates of wages shown above under. Therefore, the tenderer shall anticipate the increase in DA and take that into account for quoting the rate.
- 2.22 The rates on which contract will be awarded will remain firm during the contract period. The tenderer is advised to quote taking into account of the change in Appropriate Govt prescribed wages due to take place during the contract period, based on past trends.



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- 2.23 **VALIDITY OF RATES:** The rates quoted should be valid for 90 days initially from the date of opening of the pre-qualification bid.
- 2.24 The rates shall include the payments on account of Employee contribution to PF, PF Admin. Charges, EDLI, Employer contribution to ESI, Gratuity, Bonus as per statutory requirement, applicable taxes, as per the directives issued by BHEL from time to time.
- 2.25 The tenderer will be required to quote the rates against each item of work under each group (both in figures and words)/each skill category of workmen deployed.
- 2.26 Rates for each item of the tender schedule should be quoted in Indian Rupees and Paisa only. In case of difference in the rates quoted in figures and words, the rates in words will be taken as the tendered rate. In case of arithmetical errors between rate and amount or any summation error, rate (which shall be written in words) will be considered as the basis for computing the total offered value.
- 2.27 Wherever it is quantity based work, including main work and sub-work, the tenderer should quote his rates against each item /work (main as well as sub-work/item).
- 2.28 In case of quantity based work contracts, the tenderer should quote the rates against each item keeping in view the prevailing Minimum wages, statutory payments and other allowances as directed by BHEL from time to time.
- 2.29 BHEL reserves the right to reject any bid, which is technically unacceptable and unworkable. Further BHEL also reserves the right to reject any or all tenders without assigning any reasons thereof.
- 2.30 BHEL reserves the right to cancel the contract at the initial stage or during the contract period without assigning any reason to the tenderer.
- 2.31 Wherever prescribed formats are specified for the tenderers use, he shall use the same for making his Claims.
- 2.32 Tender document should be complete in all respects.
- 2.33 Successful tenderers shall enter into an Agreement on stamp paper of Rs.100/- as a token of having accepted the rates, terms and conditions of the contract as per the proforma given by BHEL.
- 2.34 The Offers should be in full conformity with the terms and conditions of this tender. No contra conditions are acceptable. Incorrect and incomplete tenders are liable to be rejected.
- 2.35 Tenders not submitted in the prescribed forms will be rejected.
- 2.36 BHEL reserves the right to accept or reject any tender in part or full at their discretion without assigning any reason.
- 2.37 Eligible tenderers will be informed of reverse auction as per procedure as stated in the document.
- 2.38 If a tenderer deliberately gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, then BHEL reserves the right to reject such tender at any stage.
- 2.39 If the tenderer indulges in any unethical practice for securing the contract, the offer of such tenderer shall be rejected.



- 2.40 Any written communication required to be sent to the contractor in writing shall be sent at the address mentioned on the tender form or to any other address subsequently intimated by contractor in writing to BHEL EPD for the contract purposes.

3.0 GENERAL TERMS AND CONDITIONS

3.1 Eligibility Criteria

- 3.1.1 The Firm of contractor/independent contractor (Proprietor) should be registered and having at least three years existence in business consecutively for the past three financial years.
- 3.1.2 Tenderer should have the essential license under Contract Labour (Regulation & Abolition) Act 1970 and the tenderer should produce the license before commencement of work.
- 3.1.3 A copy of the license issued by the Labour Dept under Contract Labour (Regulation & Abolition) Act 1970 to be produced to establish that tenderer is a valid licensee to carry out the work. Successful tenderer has to get the endorsement in the license for the areas and nature of work which they will be performing as part of the contract.
- 3.1.4 Tenderer should have independent ESI Employer code under ESI Act 1948.
- 3.1.5 Tenderer should have independent PF code under Employee Provident Fund and Miscellaneous Provisions Act 1952.
- 3.1.6 Photocopy of letter from ESI Corp. and PF Commissioner's Office to establish that tenderer is independently registered as an employer under ESI and PF to be produced.
- 3.1.7 A Solvency Certificate from a Nationalized Bank should be produced regarding the tenderer's financial position.**
- 3.1.8 The tenderer shall also mention the PAN Number issued by Income Tax Department, copy of the PAN card or PAN number allotment letter shall be submitted along with the tender documents.
- 3.1.9 There should be no litigation or charge under investigation / enquiry / trial against the Tenderer, or conviction in a court of law or suspension or blacklisting by any organization on any ground. Tenderer shall confirm this in the Declaration (Ref 6A). During the course of work, if any such information comes to light, the contract may be terminated.
- 3.1.10 The opinion / decision of BHEL regarding the bid shall be final and conclusive. BHEL reserves the right to reject any or all the bids at any time without assigning any reason.
- 3.1.11 In case the tenderer has a relative employed in BHEL, the authority inviting tender shall be informed of this fact in writing at the time of submission of tender, failing which the tender may be disqualified, or if such fact comes to light subsequently, the contract may be terminated.
- 3.1.12 If the tenderer gives wrong information in his tender or creates conditions favorable for the acceptance of his tender, BHEL reserves the right to reject such tender at any stage.
- 3.1.13 For the works which are continuous in nature, and which require regular interaction and monitoring, the contractor shall have an Office/Establishment in Bengaluru. Absence of such an arrangement may lead to disqualification of the Tenderer.



- 3.1.14. The Contractor shall have appropriate financial resources to handle the contracts. For this purpose, the eligibility of the contractor will be decided based on the Bankers Solvency Certificate provided by the Tenderer at the time of submission of Tender. The Solvency Certificate value shall be more than Rs. **2,98,670/-**.
- 3.1.15. Also further, (i) Average Annual Financial turnover during the last 3 years ending 31st March of the previous financial year, should be at least Rs. 8,95,999/-) AND
(ii) Experience of having successfully completed similar works during last 7 years ending last day of month previous to the one in which applications are invited should be either of the following:
a. Three similar completed works costing not less than **Rs. 11,94,665**.
Or
b. Two similar works costing not less than **Rs. 14,93,331**.
Or
c. One similar completed work costing not less than **Rs. 23,89,329**.
- (iii) Contractors are required to have above experience in similar works such as Housekeeping, Cooking & Serving Services, the Contractor will be rejected if he/she does not have experience in similar work.
- 3.1.16. In the event of any Contractor falling short of the Solvency Limit as fixed by BHEL-EPD under 3.1.14 and 3.1.15 above, while participating in Tender(s) floated in EPD, it would be deemed that the Contractor does not have the requisite financial resources to execute further contracts. As such, the Price Bid (s) of such Contractor(s) falling short of the limit indicated in para 3.1.14 & 3.1.15 above, will not be opened and further participation in the tender would be treated as null and void. In all such cases of rejection of Price Bids, the EMD amount would be refunded by BHEL within 15 days of acceptance of award of work by the successful tenderer.
- 3.1.17 NON DISCLOSURE AGREEMENT: The contractor shall sign a Non-Disclosure Agreement (NDA) as per BHEL format (Copy enclosed) in compliance to Information Security Management System.
- 3.1.18. CONFIDENTIALITY: The contractor and his representatives shall, at all times, undertake to maintain and ensure complete confidentiality and integrity of all data, information, software, drawings & documents, etc. belonging to BHEL and also of the systems, procedures, reports, input documents, results and any other company documents discussed and/or finalized during the course of execution of the order/contract.
- 3.1.19. Micro & Small Enterprises (MSE) can avail the intended benefits only if they submit along with the offer, attested copies of either EM II certificate having deemed validity (five years from the date of issue of acknowledgement in EM II) or valid NSIC certificate or EM II certificate along with attested copy of a CA certificate where deemed validity of EM II certificate of five years has expired) applicable for the relevant financial year (latest audited). 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 is observed in the above required documents or all required documents are not submitted before price bid opening. If the tender is to be submitted through e-procurement portal, then the above required documents are to be uploaded on the portal. Documents should be notarized or attested by a Gazetted Officer.



3.2 EARNEST MONEY DEPOSIT (EMD):

3.2.1 Earnest Money Deposit as indicated in the NIT is to be submitted along with tender documents Part – A.

3.2.2 Modes of deposit

The EMD may be accepted only in the following forms:

- (i) Cash deposit as permissible under the extant Income Tax Act (Before tender opening)
- (ii) Electronic Fund Transfer credited in BHEL account (before tender opening)
- (iii) Banker's cheque/Pay order/Demand Draft, in favour of BHEL (along with offer)
- (iv) Fixed Deposit Receipt (FDR) 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)

In addition to above, the EMD amount in excess of Rs. Two Lakh may also be accepted in the form of Bank Guarantee from scheduled bank. The Bank Guarantee in such cases shall be valid for at least six months.

3.2.3 Forfeiture of EMD

EMD by the Tenderer will be forfeited as per NIT conditions, if:

- i) After opening the tender and within the offer validity period, the tenderer revokes his tender or makes any modification in his tender which is not acceptable to BHEL.
- ii) The Contractor fails to deposit the required Security deposit or commence the work within the period as per LOI/ Contract.

EMD by the tenderer shall be withheld in case any action on the tenderer is envisaged under the provisions of extant “Guidelines on Suspension of business dealings with suppliers/ contractors” and forfeited/ released based on the action as determined under these guidelines.

3.2.4 EMD given by all unsuccessful tenderers shall be refunded normally within fifteen days of award of work.

3.2.5 EMD shall not carry any interest.

3.2.6 EMD of successful tenderer will be retained as part of Security Deposit.

3.3 SECURITY DEPOSIT (SD) :

3.3.1 Successful tenderer has to submit Security Deposit (SD) at the rate of 5% of the contract value.

3.3.2 Security Deposit is accepted in any one of the following forms:

- i) Cash (as permissible under the Income Tax Act)
- ii) Pay Order, Demand Draft in favour of BHEL
- iii) Local cheques of scheduled banks, subject to realization.
- iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
- v) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
- vi) Fixed Deposit Receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
- vii) Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the Security Deposit should be collected before start of the work and the balance 50% may be recovered from the running bills.

(Note: In case of small value contracts not exceeding Rs. 20 lakh and all SAS jobs, work can be started before Security Deposit is collected. However, payment can be released only after collection/ recovery of initial 50% Security Deposit).

- viii) EMD of the successful tenderer can be converted and adjusted against the security deposit.



- ix) The security deposit shall not carry any interest.
(Note: Acceptance of Security Deposit against Sl. No. (iv) and (vi) above will be subject to hypothecation or endorsement on the documents in favour 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).

3.3.3 Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the contract awarded and the tenderer shall be liable to compensate the losses if any incurred by BHEL on this account. The security deposit shall be refunded only after the expiry of contract period subject to the contractor fulfilling all obligations and operations as required under the contract.

3.3.4 BHEL reserves the right to appropriate the whole or any part of the amount of the security deposit without prejudice to other claims against the contractor for losses suffered by BHEL due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation and other reasons. Such losses, damages, charges, expenses or cost, as assumed by BHEL shall be final and binding the contractor and shall not be called into question.

3.4 STATUTORY REQUIREMENTS:

3.4.1 While quoting the rate, the tenderers are advised to take note of minimum wages payable to workmen.

3.4.2 The tenderer will be required to comply with all the statutory provisions such as Minimum Wages prevailing at the time of payment or arrears thereof Bonus, PF, EDLI, ESI, Applicable Tax, declared Holidays, leave, etc. The contractor shall submit the documentary evidence of payment on account of submission of statutory payments made to the concerned agencies before clearance of bill of next month.

3.4.3 The Contractor shall comply with the provisions of the Factories Act 1948, Contract Labour (Regulation and Abolition) Act 1970, ESI Act, Employees Provident Fund and Miscellaneous Act 1952, Minimum Wages Act 1948, Payment of Gratuity Act 1972, Industrial Disputes Act, 1947, Employers Liability Act 1938, Inter State Migrants Workmen (Regulation of employment and conditions of Service) Act 1979, Employees Compensation Act, Maternity Benefit Act 1961, and or any other Laws and Rules that may be applicable from time to time to the workers engaged by him. The contractor, when required by the Company shall produce the registers and records for verification and comply with other directions issued by the company for compliance of the statutory provisions.

3.4.4 The contractor shall fully indemnify the loss if any caused to BHEL due to any default or non-observance of any of the laws, or any omission or commission or inability on the part of the contractor or his representative.

3.4.5 The contractor shall, keep and produce for inspection at all times, forms, registers and other records required to be maintained under various statutes in order to enable scrutiny by the Company whenever required.

3.4.6 The contractor shall produce to the Company, the documentary proof of payment of the said statutory dues. Non-observance of the provisions will be construed as default by the Tenderer in making such payment, and payment of his bill will be deferred.

3.4.7 The Income tax as applicable will be deducted from the bill of the contractor.

3.4.8 Each contractor will be required to maintain the daily attendance of his labours in the prescribed Performa for accounting payment of minimum wages, deduction towards ESI & PF Contributions, payment of Bonus, leave etc.



3.4.9 The contractor will have to follow the provisions of Payment of Bonus Act 1965 and Rules 1975, and is liable to pay Bonus to his workers. While quoting for the contract, the tenderer is required to quote bonus amount at minimum of @8.33%. Form C / D has to be submitted to BHEL for having disbursed the bonus.

3.4.10 The contractor will have to extend paid National Holidays and Festival Holidays to their workmen as per the provisions of the relevant Act and the Rules thereof. However, if due to exigencies of work the contractor engages his workmen on National Holidays or Festival Holidays contractor shall pay additional wages as prescribed under the provisions of the Act.

3.5 Manpower:

3.5.1 The Contractor shall provide the minimum manpower required for executing the contracted work as per the estimate of user department. The contractor shall not engage a person who is less than 18 years of age and more than 58 years of age.

3.5.2 The contractor shall be responsible for safety of his laborers while they are engaged for work connected with the contract. The Contractor at his own cost shall provide proper uniform and Shoe including Washing Allowance to their Workers. The Contractor has to quote all his expenditure such as Uniform, Washing Allowance and safety Shoes in the Price Bid as part of the margin. In the event of violation of applicable safety, health & environment related norms, a penalty of Rs.500/- per occasion shall be imposed on the contractor.

3.5.3 The contractor, as the employer of his workmen, shall manage them. In the event of any dispute arising between the contractor and his employees, the contractor alone is solely responsible for resolving the dispute between them and BHEL will in no way be responsible for settling the dispute either statutory or otherwise.

3.5.4 The contractor will be solely responsible for executing the agreed work and the employees of BHEL will only oversee the proper execution of work. The contractor or his representatives shall be available in the factory to control and supervise his workers and take down instructions from the designated officials of BHEL. The cost of deployment of Supervisor has to be borne by the Contractor.

3.5.5 The contractor shall have full control over his employees including w.r.t determining service conditions, discharge, dismiss, or otherwise terminate their services at any time. However, the contractor shall not engage any person who has completed 58 years of age. The contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for statutory payments.

3.5.6 The contractor shall employ only such personnel who are medically fit. The company has right to direct the contractor to remove from the premises such of his personnel who may be physically, hygienically, clinically or medically unfit.

3.5.7 The contractor shall employ only such personnel who have not been found unfit for employment in Organizations such as Central/State/Public Undertakings by the Police authorities. For this purpose, contractor is required to submit the police verification report before engaging the contract labour. Persons against whom criminal cases are pending or under investigation and persons found guilty of offences involving moral turpitude shall not be engaged for executing work.

3.5.8 The Contractor shall comply with all the operational rules and regulations, including safety and security rules framed by the company from time to time wherein the Contractor or his workmen happen to be



operating/ working. In the event of any of the workmen of the contractor violating any of the said rules and regulations, the Contractor would be required to remove forthwith such workmen from the company's premises.

3.6 PERIOD OF CONTRACT

- 3.6.1 The contract shall be for a period of two years.
- 3.6.2 The parties are at liberty to terminate the Agreement by giving three calendar months' notice in writing and the loss if any caused to the other party due to termination of contract shall be compensated by the party terminating it.

3.7 FAILURE TO COMPLY WITH CONTRACT

- 3.7.1 Notwithstanding anything contained in any other clause, BHEL reserves the right to terminate the contract due to any failure on the part of the Tenderer in discharging his obligations under the contract or in the event of his becoming insolvent or going into liquidation. The decision of the BHEL about the failure on the part of the Tenderer shall be final and binding on the tenderer.
- 3.7.2 In case of any damage to the existing building, structures, materials, tools, furniture and fixtures, machines etc., caused from contractor's end, the cost of its repairs or replacement will be recovered from the contractor. If there is any work stoppage in any area of the Plant due to the fault of the tenderer, the tenderer is liable to compensate the same.
- 3.7.3 In the event of any failure on the part of the tenderer, BHEL shall have the right without prejudice to any other right or remedies, to get the work done through any other agency and the Tenderer shall be liable to compensate BHEL for any losses on this account. The additional cost, loss, if any incurred by BHEL will be recovered from the bills, security deposits, other dues as well as directly from the Tenderer.

3.8 PAYMENT TO THE CONTRACTOR

- 3.8.1 The periodicity of payment to the contractor shall be on a calendar month basis. The contractor shall raise the bill for payment as per the contractual terms & conditions mentioned in the contract, which should be duly certified by the BHEL official in charge of the contracted work.
- 3.8.2 The Contractor shall initially pay the wages and other allowances of his workmen before 7th of the succeeding month and then claim reimbursement from BHEL. The contractors would be required to submit their Claims along with the proof of payment of wages to the respective Departments. The claims will be scrutinized and certified for payment by the respective department and forwarded to Accounts Department through HR for effecting payment.
- 3.8.3 The Contractor shall file the electronic return of PF/ESI and submit proof of payment of both the employers' and employees' contributions every month. (PF has to be remitted by 15th and ESI by 21st of the succeeding month). Contractor shall submit the challan along with copy of a self-certified list of contract workers (bearing their names and PF/ESI No. and deductions made) for whom the contribution has been submitted by him for the said period.



3.9 SUB-CONTRACTING

- 3.9.1 The contractor shall not sub-contract or transfer or assign the contract in full or any part thereof to any other person or firm or company without the previous express written approval of BHEL.

3.10 LAWS GOVERNING THE CONTRACT

- 3.10.1 The contract will be governed by the Laws of India for the time being in force and as amended or made from time to time.
- 3.10.2 All disputes shall be settled in accordance with the Laws of India for the time being in force and as amended from time to time.
- 3.10.3 All disputes arising out of or in relation to this contract or Agreement shall be settled by mutual discussions and in the event of failure such disputes shall be referred to the Arbitrator.

3.11 LEGAL JURISDICTION:

- 3.11.1 In respect of all matters arising out of or pertaining to the contract, the cause of action thereof shall be deemed to have arisen only at Bengaluru, where BHEL - EPD is situated. All legal proceedings pertaining to the above matters or dispute shall be instituted only in courts having territorial jurisdiction over the place where BHEL-EPD is situated and no other court shall have the jurisdiction.

4.0 DUTIES AND RESPONSIBILITIES OF THE CONTRACTOR:

- 4.1 The duties and responsibilities and obligation of the contractor including statutory responsibilities mentioned in this document are indicative and not exhaustive. Contractors are required to confirm with the concerned authorities for proper and complete compliance.
- 4.2 The contractor will abide by the provisions of Child Labour (Prohibition & Regulation) Rules 1988. He should issue appropriate Appointment Letter to his Workmen.
- 4.3 The following documents / forms under Contract Labour (Regulation & Abolition) Act 1970 and relevant rules therein shall be maintained by the contractor:
- (i) A notice showing the wage period and the place and time of disbursement of wages to be displayed at the place of work and a copy sent by the contractor to the HR Department (Rule 75).
 - (ii) A register of workman From XIII (Rule 75)
 - (iii) Employment card From XIV (Rule 76)
 - (iv) Service Certificate From XV (Rule 77)
 - (v) Muster Roll, Wage Register, Deductions Register, overtime Register, leave register etc.
 - (vi) Half yearly return to be sent (In duplicate) by the contractor to the licensing officer. From – XXIV (Rule 82 (I) with a copy to HRM Department regularly.
 - (vii) All statutory registers and records shall be preserved in original for a period of Ten years and should be made available even after the contract is over for verification.
- 4.4 The contractor shall comply with the provisions of Contract Labour (R & A) Act including provisions relating to welfare and Health facilities as provided under the Contract Labour (R& A) Act 1970 and relevant rules.



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- 4.5 All the registered contractors shall submit the returns required under contract Labour (Regulation & Abolition) Act 1970 and forward a copy to HR Department.
- 4.6 EPD – Bengaluru is a Notified Area under the provisions for ESI Act 1948. The contractor shall comply with the provision of ESI Act, and will be responsible for any liability arising during the tenure of the work contract under the Act, The contractor should ensure ESI coverage and facilities to his workers (i.e. ESI code no. and ESI card etc.) as per ESI Scheme from ESI authorities including Medical Benefit etc., The contractor shall arrange for filing of family declaration forms in respect of their contract labors and deposit the same in ESI office for issue of Identity card by ESI authorities. The contractor may deduct required ESI contribution from the wages of their employees as per law and deposit the same (Employees share) along with his contribution to the ESI authorities.
- 4.7 Workmen insured under ESI Act only shall be deployed in contract work.
- 4.8 The contractor shall submit bi-annual return in Form 6 along with monthly Challans to the appropriate authority under the provisions of Employee's State Insurance Act 1948, under intimation to HR Dept.
- 4.9 Not with standing anything contrary to this, in the event of accident the contractor shall be required to submit injury report to the concerned authorities with a copy of the same to the designated BHEL Executive immediately and ensure the compliance of the ESI Act and rules made therein.
- 4.10 The contractor shall submit the following returns to the appropriate authority under the provisions of Employee's Provident Fund and Misc. Provisions Act 1952, Employees Pension Scheme 1995 under intimation to HR Dept.
- (i) Monthly return in Form 12 A along with form 5 & 10 (addition and deletion) and monthly Chalan.
 - (ii) Annual Return in Form 6A along with Form 3A.
- 4.11 The Contractor shall maintain the following records as required under the Employees Provident Fund and Miscellaneous Provisions Act 1952, Employee's Pension Scheme 1995
- Declaration of Nomination, Form No.2 Para 33 and 61 (1).
 - Pass Book.
 - Cash Book.
 - Attendance.
 - Wage Register.
- 4.12 The contractor shall regularly pay the amount of contribution (employer's contribution as well as the employee's contribution) as per the Employee's Provident Fund and Miscellaneous Provisions Act 1952, Employees Pension Scheme 1995 and Employee's State Insurance Act 1948.
- (i) The contractor may recover from his workmen, the employee's contribution in accordance with the provision of the said act and the Scheme but shall not recover the employer's contribution or the other charges from his employees in any manner.
 - (ii) The contractor shall submit along with monthly bills to BHEL, statement showing the recoveries of contributions in respect of employees employed by or through him along with the proof of Deposit of such contribution with the Concerned Authority and shall also furnish to BHEL such information, in the capacity of principal Employer, as required to furnish under the provisions of the schemes under the Employees P.F. and Misc. Provisions Act 1952 and ESI Act, 1948 to the authorities under the said acts.
 - (iii) The Contractor shall arrange for his own P.F. and ESI Code No. from the PF and ESI authorities respectively. The contractor will be reimbursed by BHEL the expenditure incurred by the contractor towards payment of the Employers Contribution and PF Administrative charges.
- 4.13 Any failure to comply with the statutory requirements on the part of contractor shall disqualify such contractor from all contracts awarded to him and his name shall be black listed for further tenders /



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contracts. In addition, the contractor's security deposit shall be forfeited apart from consequential legal action against him.

- 4.14 The contractor shall maintain Form D as per Rule 5 of the Payment of Bonus Act, 1965. The contractor is further liable to pay bonus to his employees in accordance with the payment of Bonus Act 1965 and to keep all the records in Form C as per the said Act.
- 4.15 In case the contractor employs women, he will discharge his obligation under law in respect of such women workers such as prohibition of engaging them during night hours, prohibition of employing them more than 9 hours per day, provision of crèche facility, grant of maternity leave as per rules etc.
- 4.16 The Wage period for the Workmen of Contractors shall be Calendar Month and the contractor shall be responsible for making payment of wages within 7 days of the closure of the wage month. The disbursement shall be preponed to the 6th day, if the 7th day happens to be a holiday. Similarly, in case of Overtime wages, the contractor shall make the OT payment to his workmen along with the salary within 7 days of the closure of the wage month. The Contractor would be required to open an Account for Electronic Fund Transfer (EFT) of his Bills/Claims from BHEL as well as EFT of wages/OT/other payments of his workmen from his Account to the Accounts of his workmen so that risks associated with cash transactions can be avoided.
- 4.17 The Contractor shall be required to issue monthly Wage /OT Slips to their workmen. Further, the Contractors claims are to be accompanied by a Certificate from BHEL Official certifying that "the Wage /OT Slips for the previous month/current month have been issued by the contractor to all their workmen". Further, the contractor would be required to issue Annual PF Statement from the PF Authorities for all his workmen engaged in BHEL Malleswaram Complex before submitting Claim for refund of Security Deposit for the respective years.
- 4.18 In case contractor fails to make payment of wages to his employees or remittance of contribution to the concerned authorities, the Security deposit / other dues payable under the contract can be utilized by BHEL to discharge the liability of the contractor.
- 4.19 The workmen of the contractors shall wear uniform while attending duty in BHEL campus which must be different in color from the color of uniform of regular employees. The Contractor/his authorized representative shall ensure wearing of the Uniform by his workmen in the BHEL premises. The name of the contractor for which the worker is working should be made available on the uniform.
- 4.20 The liability for compensation on account of injury sustained by an employee of the contractor will be exclusively that of the contractor.
- 4.21 **NATIONAL & FESTIVAL HOLIDAYS** (as declared by BHEL): The contractor will give paid National Holidays and Festival Holidays to the workers as per Section 5 of National and Festival Holidays Act. However, if due to the exigency of work if any of his workmen is required to work on National Holiday or Festival Holiday, the contractor has to pay wages as per Section 5, sub section 2 and 3 of the said Act.
- 4.22 Besides the three national holidays 15th February, 26th January and 2nd October, if Govt. declares any other day as a national holiday same will be treated as paid holiday for the purpose of this contract. Accordingly the contractor shall be required to provide paid holiday to its workers for the same. If any of the contract workmen works on such additional declared national holiday, he will be entitled to additional wage for the said day.



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- 4.23 **GENERAL ELECTIONS:** If the general elections are held for State Assembly / Parliament and Government declares a public holiday for exercising the franchise, the contractor shall give their workmen half day leave in "First" shift only. The contractor's workmen working in "Second" and "Night" shifts will be required to exercise their franchise during their own time.
- 4.24 The Contractor shall maintain the following Documents, Registers, Forms as required under the FACTORIES Act 1948 and Rules 1969.
- | | | |
|------|------------|------------------------|
| (I) | Leave Book | Form No. 15 (Rule 121) |
| (II) | Nomination | Form No. 25 (Rule 127) |
- 4.25 The contractor will extend leave with wage to his workers who have worked for a period of 240 days or more during a calendar year. To facilitate the proper execution of the Factories Act, these leaves shall be allowed during the same calendar year, at the rate of one day for every 20 working days. A worker commencing service on a day other than the 1st day of the January shall be entitled to leave with wages at the above rate (one day for every 20 days of work) only if he has worked for 2/3 of total no. of days in the remaining year. The contractor will pay the un-availed portion of leave in cash every Six month from the start of the contract.
- 4.26 Contractor has to ensure that all his workmen are granted one day weekly off after every 48 hrs. of working. The workmen working for more than 48 hours in any week shall be paid wages twice the ordinary rate of wage in accordance with the provisions of Section 59 of the Factories Act, 1948 read with the Karnataka Factories Rules.
- 4.27 The contractor shall follow safety rules and regulations as per provisions of Factories Act 1948, and Rules at his own expense and arrange for the safety provisions as appended to these conditions or rules framed by the government from time to time.
- 4.28 Refund of Security Deposit: Security Deposit of contractor will be refunded only after the expiry of the contract period and based on the certification of successful completion of the contract by the concerned Officials and submission of an Indemnity Bond from the contractor, that in case of Claims from any of the statutory authorities, the same would be indemnified by the Contractor.
In case of completion of the contract before payment of bonus to the workers, Security Deposit, as deemed appropriate, will be withheld by BHEL. The same would be released to the Contractor after submission of proof of bonus payment to his workmen.
- 4.31 The Contractor shall be required to deposit Tax as applicable, if same is applicable as per rules in force from time to time. The amount so spent can be claimed from BHEL after submitting the proof of the same. The contractor has to obtain GST registration wherever required. The Contractor must quote the Service Account Code (SAC) number at the time of raising invoice.
- 4.32 Contractor shall inform his PAN to BHEL. Income tax as applicable will be deducted at source by BHEL from the bill of contractor.
- 4.33 All the Registers and Records, forms, Notices maintained under the relevant Acts and Rules should be produced on demand before the Inspector or any other authority under the Act, failing which the contract may be terminated without any notice.
- 4.34 Contractor shall be required to submit a list of his workers to be deployed for the works contract giving details regarding Name of contract worker, Fathers Name, permanent and Present Address, Date of Birth, Qualification, Caste-SC/ST/OBC, ESI No, PF No. and the family details.



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- 4.35 The contractor shall abide by all the labour legislations and other laws including the provisions of Contract Labour (Regulation & Abolition) Act, 1970, the Factories Act, 1948, the Payment of Wages Act, 1936, the Minimum Wages Act, 1948, ESI Act, Employee Provident Fund Act and other relevant Acts applicable to his workmen under this Contract.
- 4.36 BHEL shall be indemnified against all losses, Claims, prosecutions etc. under any law.
- 4.37 The contractor shall promptly furnish all information and document required by BHEL authorities for the purpose of complying with the responsibilities of Occupier of the factory and shall render all the necessary assistance for the same.
- 4.38 The contractor will maintain proper discipline of his workmen and will ensure that his workers do not cause any loss or theft or damage to any company's property. The contractor will also be responsible for the good conduct of his workmen.
- 4.39 The contractor shall ensure and maintain uninterrupted progress of the work in accordance with instructions given to him on behalf of BHEL from time to time.
- 4.40 In case the contractor makes default in commencing the work within the time specified by BHEL without any reasonable cause, disputes any of the terms and conditions of the contract or refuses to execute the contract or any part thereof at any stage, the contract shall, without prejudice to any other right or remedies available to BHEL, be liable to be cancelled / terminated in part or in whole. In the event of such cancellation / termination of contract, the contractor shall be liable; to compensate BHEL for all losses incurred by BHEL including the loss suffered on account of having the work executed through any other contractor or department as may be convenient to BHEL, in accordance with the exigencies of the work. In case only a part of the contract is cancelled, the remaining portion of contract may be allowed be executed by the contractor.
- 4.41 The Contractor, shall, without fail, give up-to-date information in writing of the attendance of the workers engaged by him. The Contractor will also submit the required documents and certificates as prescribed from time to time for the clearance and the payment of the Bill.
- 4.42 Whenever any sum of money is found to be recoverable from or payable by the contractor, the same will be deducted from any sum that may due or which at any time there after becomes due to the contractor under this contract or under any other contract or from his security deposit. In case the recoveries are not complete even after such deduction, the contractor shall pay the same or the balance thereof from the security deposit. The contractor shall immediately thereafter pay such further sums as may be required to replenish the shortage caused by such recoveries in the amount of security deposit.
- 4.43 During the currency of contract, if the contractor is awarded any other work contract in BHEL, the contractor will have to inform the designated BHEL official before accepting the other work.
- 4.44 In case of failure on the part of the contractor to execute the work awarded to him within the stipulated time, the sum equivalent to the EMD as per BHEL Works Policy shall be forfeited as per the Undertaking provided by tenderers, after a week's notice issued by the awarding officer and BHEL may in its discretion award the contract to any other party.
- 4.45 In case of any extra work executed by the contractor, the contractor will be paid on pro-rata basis.
- 4.46 All the Terms and Conditions as mentioned in Work Order will also form a part of the Agreement.



- 4.47 BHEL shall have the right to deduct any sum from the bill of the contractor for making good the loss suffered by a worker or workers by reason of non fulfillment of the conditions of the contract, Non-payment of wages or of deduction made from his or their wages which are not justified by the terms of the contract or non observance of the said contract Labour regulations.
- 4.48 The contractor shall be responsible for observance of local laws, employment of personnel, payment of taxes etc. As far as possible, workers shall be engaged from the local areas in which the work is being executed.
- 4.49 The contractor shall be wholly responsible for the behavior of the workmen at the work place and outside, in the BHEL premises.
- 4.50 The contractor shall be responsible for safe custody of BHEL's property like materials, tools etc., entrusted to him and if necessary arrange insurance at his own expense.
- 4.51 The contractor shall be responsible to make good and rectify at his own expense any defect, which may develop or may be noticed within the period of the contract.
- 4.52 BHEL shall be entitled to recover any payment made on behalf of the contractor under any law or otherwise.
- 4.53 BHEL Officer In-charge shall have the right to stop the work at any stage or at any time by giving the contractor seven days notice in writing.

4.54 ARBITRATION & 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 agreement, contract, which the Parties are unable to settle mutually), arise inter-se the Parties, the same may, be referred by either party to Conciliation to be conducted through Independent Experts Committee to be appointed by competent authority of BHEL from the BHEL Panel of Conciliators.

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 A to this GCC.

The Annexure A together with it's appendices will be treated as if the same is part and parcel hereof and shall be as effectual as if set out herein in these GCC.

4.55. COMPENSATION:

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

- a) Victim: Any person who suffers permanent disablement or dies in an accident as defined below.
- b) Accident: Any death or permanent disability resulting solely and directly from any unintended and unforeseen injurious occurrence caused during the manufacturing/ operation and works incidental thereto at BHEL factories/ offices and precincts thereof, project execution, erection and commissioning, services, repairs and maintenance, trouble shooting, serving, overhaul, renovation and retrofitting, trial operation, performance guarantee testing undertaken by the company or during any works / during working at BHEL Units/ Offices/ townships and premises/ Project Sites.
- c) Compensation in respect of each of the victims:



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



Contract Work description

5.1 Reception-cum-Front Office

To attend to phone calls, receiving messages, interacting with Guests and BHEL Officers, co-ordinate room allocation, bookings, check-in and check- out of guests, collect cash/obtain signatures of guests as required, maintain proper accounting and submit the same periodically to BHEL Officials.

- 5.1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately attend to him, receive him, and allot the room specified by the designated officer of BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation Slips duly signed by the designated officer. **The contractor shall neither allot rooms on his own nor disclose information relating to availability status to the guests for any reason.**
- 5.1.2 Verify the identity of the guest and get the guest's name including accompanying family members entered in the Guest Register provided by BHEL.
- 5.1.3 Accompany the guest to his room carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh water, etc.
- 5.1.4 Offer tea/coffee/food etc. as required by them, according to the time.
- 5.1.5 At the time of check-out, prepare separate bills for boarding and lodging and get the same signed by the concerned guests.
- 5.1.6 In case of employees on official duty, the Contractor shall collect cash from the guests towards catering only and obtain signature of the guests on bill towards lodging. In case of employees and other guests on personal duty, entire expenditure towards Catering and Lodging shall be collected in cash, as per the rate contract/protocol norm of BHEL. Collected cash towards Room Rent will be deposited with BHEL Officials stationed at the Transit Flats/VIP Guest House, with proper documentation.
- 5.1.7 In case of Company's guests, the Contractor shall raise bill for boarding part alone and get the same signed by the guest and claim it for reimbursement from BHEL along with other bills to be submitted by the Contractor once in a month.
- 5.1.8 At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets of the Company. A quick check to be carried out before the guest leaves the Transit Flats/VIP Guest House. At the time of guest moving out of the Transit Flats/VIP Guest House, checking out, key should be collected.
- 5.1.9 Carry the guest's baggage from the room to the vehicle.
- 5.1.10 To ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, to immediately inform BHEL officials for sending the same to the guest.
- 5.1.11 The Contractor's boys shall not seek any tips or favor from the guests for the services rendered.
- 5.1.12 During stay, the guest's miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at Company's cost, the same will be intimated to the Contractor by the BHEL officials. However, the Contractor's Laborers should not extend any of such services like Cigarette, Liquor to guests which are not allowed inside the Transit Flats/VIP Guest House.



5.2. CATERING

- a. To render all services relating to Food and Beverages at high standards
- b. To render additional services as may be required by BHEL.

5.2.1 The Contractor shall provide the following services:

5.2.2 Preparation of Tea and Coffee, Breakfast, Lunch, Snacks, Dinner etc., as per the menu given separately in the Price Bid Format.

5.2.3 The menu may be altered for specific guests / special occasions / programmes as desired by BHEL, within the overall scope of the menu. For any extra item, not covered in the **Page-28-29**, the Contractor may charge additionally on mutually agreed rates.

5.2.4 The Contractor shall take orders beforehand from the staying guests regarding their food requirements. The BHEL officials at the Transit Flats/VIP Guest House may also place separate orders on the Contractor for any official programmes/special occasions.

5.2.5 The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by BHEL. In exceptional cases, he may have to prepare food as specified by the guests on medical grounds.

5.2.6 The Contractor shall be responsible for procurement of raw materials and ingredients. Best quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of BHEL who may carry out random inspection.

5.2.7 The Contractor shall store sufficient quantity of high quality ingredients in the available place in the guesthouse to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage. The timings for services shall be as informed by the Company.

5.2.8 Every food preparation shall be used for the specific service and the left-over food shall not be served during the next meal service.

5.2.9 The Contractor shall be responsible for service of food and beverages in the Dining room. Morning Tea/Coffee will be served in respective rooms for all the guests. Room Service shall be provided to VVIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons. The Contractor shall provide efficient and prompt service to all guests.

5.2.10 The food preparation is to be done in a strict hygienic environment without any compromise. The staff on duty shall be in good health and hygiene as well as wear washed & pressed uniforms.

5.2.11 The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen.

5.2.12 The Contractor shall perform the Service to the satisfaction of the Company officials. If any shortcoming is found then on instruction from Company officials, the Contractor shall rectify the shortcoming immediately.

5.2.13 The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation.



- 5.2.14 On special occasions at guesthouse or in any of the company-chosen place, the Contractor shall 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/certification.
- 5.2.15 If BHEL asks for procurement of any outside preparations, the Contractor shall arrange for the same and claim the expenditure in his regular bills, by enclosing the source bill wherever possible or claim the amount on self- certification basis.
- 5.2.16 The Contractor may make use of the kitchen equipment, crockery and cutlery, etc. available with BHEL. The Contractor is free to use any of the available facility for the purpose of the services included in this contract in Transit Flats/VIP Guest House. For any additional requirement, the Contractor may bring his own equipment.
- 5.2.17 Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.
- 5.2.18 All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate the booking & procurement of gas cylinders in time so as to ensure continuous availability of sufficient fuel for Transit Flats/VIP Guest House operation.

5.3 HOUSEKEEPING

- 5.3.1 To render all housekeeping services including maintenance of rooms, dining halls, kitchen, toilets and all other areas in the transit flat/VIP Guest House which may not be specified here, at high standards.
- 5.3.2 The Contractor shall provide House Keeping Services for all the rooms available in the transit flat/VIP Guest House and other areas like lounge, dining halls etc., of which a detailed list is provided separately.
- 5.3.3 All the rooms shall be kept neat and tidy always to enable BHEL to allocate the rooms at any time.
- 5.3.4 Linen like towels, bed spreads, bed sheets, drinking water should be changed everyday in the guest rooms.
- 5.3.5 The Contractor shall be responsible for making the beds and clean all rooms daily. All rooms, bath rooms and toilets are to be cleaned with high quality disinfectants. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned once in seven days. All the necessary housekeeping materials for the performance of services shall be procured by the Contractor periodically and claimed from BHEL as per the Rate Contract.
- 5.3.6 The contractor shall maintain high standards of cleanliness and hygiene throughout the Transit Flat/VIP Guest House.
- 5.3.7 Rooms shall be regularly checked for bed, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports.
- 5.3.8 The Contractor shall ensure the proper functioning of all systems in the Transit Flats/VIP Guest House such as electrical, electronics, sanitary and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to inform the concerned staff for rectification.



5.4. LAUNDRY

5.4.1 To render all laundry services at high standards for Transit Flats/VIP Guest House Linen items.

5.4.2 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 based on needs. Payment towards the same will be made as per the rate contract.

NOTE: Water and Electricity along with adequate space shall be provided by BHEL.

5.5 GENERAL ADMINISTRATION

1. To ensure the entire operations of the Transit Flats/VIP Guest House and coordinate with respective departments of BHEL for smooth running of the Transit Flats/VIP Guest House.
2. To maintain records as required by BHEL.
3. To ensure the safety of properties belonging to the Transit Flat/VIP Guest House and maintain total vigil on the movement of people in the Transit Flats/VIP Guest House.
4. To ensure timely action in emergencies including operation of firefighting systems, administering first aid etc. at Transit Flat/VIP Guest House.

5.5.1 Guest Occupancy Register provided by BHEL shall be kept safely. As soon as the guest enters the Transit Flats/VIP Guest House, necessary entries shall be obtained.

5.5.2 An attendance register shall be maintained for the attendance of the staff.

5.5.3 Daily boarding charts shall be maintained without overwriting for the provision of food to the guests.

5.5.4 Both room rent and boarding bill books shall be maintained as required under this contract.

5.5.5 An Asset Register shall be maintained by the Contractor to ensure the safe custody of company's properties. This shall be subjected to periodical verification by the concerned authorities of the Company. Hence, the Contractor shall assume full responsibility for maintaining all movable properties of BHEL located inside the Transit Flat/VIP Guest House. In case of any shortage, damage etc., the Contractor shall be fully liable for replacement of the same at his cost.

5.5.6 Statements of food provided, bills received and submitted, etc shall be maintained by the Contractor.

5.5.7 The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Company's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Company and if any shortcoming is found, then on instruction the Contractor shall rectify the shortcoming immediately.

5.6 Raw material standards

The Contractor must ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, refined oil with Agmark is to be used. As far as possible for all other preparations, Agmark or any other standard products are to be used. The company's authorized official has the right to test the quality of food, reject any ingredient that may be



found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose.

5.7 Hygiene Standards

The Contractor must ensure the health and hygiene of the workers employed by him and ensures periodical medical check up as per the norms of the Factories Act 1948 and OHSAS norms.

5.8 Facilities provided by BHEL

5.8.1 Modular self-contained Kitchen with all necessary facilities like Gas Stoves, Cylinders, Grinder, Idli Maker, Dosa Maker, Tandoor, Refrigerators, etc.

5.8.2 Crockery and cutlery

5.8.3 Furniture's in rooms, dining halls, lounges, office rooms, etc.

5.8.4 Appliances like TV, ACs, Geysers etc.

5.8.5 Water & Electricity

5.8.6 Linen

All the available capital equipment will be provided in "as-is", "where-is" condition. If any specific additional requirement for such equipment is raised from the Contractor's side, BHEL will decide on a case-to-case basis. The crockery and cutlery available in Transit Flats/VIP Guest House shall be replenished once in a year against breakages/wear and tear in the normal use.

Liability towards any loss, theft, damage or breakage of the items entrusted to the Contractor shall be borne by the Contractor.

The Contractor will have full responsibility of proper upkeep, maintenance (including spares replacement of equipments) and custody of the equipments/ vessels etc, handed over to him by the company.

All the items supplied by the company at its expense for the purpose of running Transit Flats will be company's property for all intents and purposes and the contractor shall have no right or claim on the same.

The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor and reckless handling shall be recovered from the Contractor at full cost. In regard to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor. Damages/breakages in crockery's due to natural causes may be leniently viewed by BHEL. However, the contractor shall maintain records for all such damages/breakages.

I. PERSONNEL

1. The Successful contractor shall make all appropriate arrangements for smooth running of Transit Flats/VIP Guest House. Hence, he should post a team of personnel under the leadership of one well experienced Supervisor, who will be reporting to BHEL Supervisor in the Transit Flats/VIP Guest House.
2. The Contractor shall maintain Qualified/Trained competent Personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services. This will include but not limited to:
 - a. All labor necessary to prepare and serve all meals of different cuisines including continental and to maintain the guesthouse & Transit Flat/VIP Guest House rooms etc., in total cleanliness and hygiene condition, and
 - b. All clerical, supervisory and management personnel necessary for catering and allied operations.



3. The Contract shall always maintain the minimum number of personnel as detailed in **Page 33**. 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. 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 & House Keeping Services in the VIP Guest House & Transit Flat according to professional standards, BHEL will take steps, as it may deem necessary including termination of the contract, in the overall interests of Transit Flats/VIP Guest House Operation.
5. The Contractor shall ensure strict compliance to Child Labour (Prohibition and Regulation) Act 1986 and shall not engage a person below the age of 18 years at any time for any work under this contract.
6. The Contractor shall be solely responsible for providing all requirements of his laborers, including
 - a) Payment of wages and all allowances.
 - b) Deduction, collection and payment of all taxes on behalf of his employees and compliances with any other statutory requirements such as PF, ESI etc., or notifications made by any Government Authority having jurisdiction.
 - c) Prompt replacement of any personnel whose performance is unsatisfactory or otherwise required by the Company.
 - d) All insurance and safety aspects pertaining to Contractor's employees are the contractor's liability
 - e) The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Company/Company's medical officer. Medical check-up shall be done 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.
 - f) The personnel employed by the Contractor shall be trained to handle firefighting systems, administer First Aid in emergencies etc.
 - g) In the interest of efficient operation of the Transit Flats/VIP Guest House, BHEL may seek change of a laborer belonging to the Contractor which he shall comply with. However, the Contractor shall not indulge in shifting his laborers from BHEL Transit Flat/VIP Guest House to his other clients without the permission of BHEL.
7. **UNIFORM:** The Contractor shall ensure that all his employees turn out in clean, appropriate uniforms and shoes, at all times on duty. The personnel shall wear caps while serving food. The Contractor shall provide the necessary uniforms to his staff. In case they do not report to duty in uniform, the same shall be condoned thrice a month. Afterwards, if the laborer fails to wear his uniform while on duty, a penalty of Rs.50 per such failure will be levied. BHEL will recover such penalty amount from the monthly bills of the Contractor.

II. DEPLOYMENT & SUPERVISION

1. The contractor shall maintain necessary Qualified/Trained competent personnel in each category of work, in accordance with the rules. They should meet all the requirements and fulfill all the activities mentioned in the schedule. The personnel should have pleasing personality, courteous, be good in communication with guests and be experienced to serve guests of high levels. Hence, the contractor should engage personnel who are well versed in English, Kannada and Hindi.
2. **IDENTITY CARD:** The Contractor shall ensure that the work force/supervisor engaged by him must wear & display the Identity Cards prominently on their uniform during their duty period. The ID Cards shall be duly endorsed by BHEL. All personnel of the Contractor will strictly follow the security regulations of BHEL.
3. **CHARACTER VERIFICATION & ANTECEDENTS:** The Contractor should get the character/antecedence of each and every workmen deployed by them at the job premises, verified by the area Police Authorities before engaging and deploying them in BHEL Transit Flat/VIP Guest House. Copies of clearance certificate from the Policy Authority should be furnished to BHEL at the time of posting the personnel in BHEL Transit Flats/VIP Guest House.



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4. The Contractor will be solely responsible for the operation of the Transit Flats/VIP Guest House under this contract. However, the operation will be monitored by the designated officials of the company. The Contractor will also ensure availability of a responsible person on round-the-clock basis for supervision and contact by the designated officials of the company.
5. The Contractor shall engage sufficient number of his competent employees, but not less than the numbers prescribed by BHEL, for running the Transit Flats/VIP Guest House on round- the-clock basis. Expenses on account of payment of salary / wages / providing of food / eatables for contractor's employees / Uniform / Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Holiday wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractors. The Contractor shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Contractor shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments.



BHEL-EPD -TRANSIT FLAT/VIP GUEST HOUSE, BENGALURU

CATERING CHARGES

Sl. No.	Description of Items	Unit	Admissible Rates (Rs)
01.	Coffee	(150 ml)	10
.	Tea	(150 ml)	10
	Milk	(150 ml)	15
02	Breakfast (Any of the following items): 1) Idly 2) Vada 3) Dosa 4) Poori and Aloo Sagu 5) Aloo paratha 6) Khara Bath 7) Bread-Egg Sandwich 8) Omlette 9) Khara Bath- Kesari Bath (Chutney and Sambar to be prepared for Sl No's 1 to 3).	Unlimited as per the guest choice	45
3	<u>Lunch/Dinner (Veg)</u> Vegetable-Salad, Roti, Rice, 2 Sabji, Dal, Rasam, Pickle, Papad, Curd, Fruit Chat etc		70
	<u>Lunch /Dinner (Non Veg)</u> Vegetable-Salad, Roti, Rice, Sabji, Chicken Curry/Fish, Rasam, Pickle, Papad, Dal, Curd, Fruit Chat etc	Unlimited as per guest choice	90



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04	Soup		25
05	Paneer Preparation		40
06	Fruit Juice		25
07	Bread Sandwich		20
08	Sweet Items		20
09	Fruit Chat		25

NOTE:

Above Breakfast/Lunch/Snacks/Dinner items to be prepared in Guest House Kitchen and Catering charges as above to be collected in cash by Contractor directly from the guests/visitors and issue Cash Receipts for the same.



6-A. TECHNO-COMMERCIAL BID APPLICATION

To,

Daisy Basumatary
Dy. Manager (HR)
Bharat Heavy Electricals Limited
Electric & Photovoltaic Division,
IISc Post, Malleswaram,
Bengaluru – 560 012

Dear Sir,

I / We hereby offer to carry out the work “(Name of the Contract” against Tender Enquiry No. dated, 2020.

I /We have carefully perused the following documents connected with the above mentioned work and agree to abide with the same.

- | | | | |
|-----|-------------------------------|---|------------|
| 1. | Notice Inviting Tender | } | (Part – A) |
| 2. | Bid Application | | |
| 3. | Bid Questionnaire – A | | |
| 4. | Bid Questionnaire – B | | |
| 5. | Declaration by Tenderer | | |
| 6. | Instructions to tenderer | | |
| 7. | General terms and conditions | | |
| 8. | Specific terms and conditions | | |
| 9. | Evaluation of price bid | | |
| 10. | Scope of Work & Schedule-A | | |
| 11. | Price Bid Format | | (Part – B) |

I/ We further agree to execute all the works referred to in the said documents as per the General terms and conditions.

I / We are in possession of independent PF/ESI Code

I declare that, there was never / is no litigation or charge under investigation / enquiry / trial against me / us, nor conviction in a court of law or suspended or blacklisted by any organization on any grounds.

Signature of Tenderer
Date:



TECHNO-COMMERCIAL BID QUESTIONNAIRE - A

Tender Enquiry No. -

Date:

Details of the Contractor

a) Name and address of the Firm:

b) Name and address of the proprietor:

c) Is any contract being operated under the control of the tenderer in BHEL . Yes / No
(If yes furnish the details) :

	<u>Location/ Address</u>	<u>Value</u>	<u>Date of Completion</u>
1.			
2.			
3.			
4.			

d) Is any relative of tenderer employed in BHEL Yes / No

(If yes, furnish the detail)

Name	Staff no	Location / Area

Signature of the Tenderer
Date:



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TECHNO-COMMERCIAL BID QUESTIONNAIRE - B:

01	ESI Code No.					
02	License under CL (R&A) Act					
03	PAN No.					
04	PF Code No.					
05	GST Registration No.					
06	Banker's Name & Address					
07	Bank A/C No./ IFSC Code					
08	Bankers Solvency Certificate Details	Value (in Rs.) : Date :				
09	Annual Turnover for 3 years 2017-18 2018-19 2019-20	In Rs. : (Enclose Audited Balance sheet and Profit & Loss account or Turnover Certificate from Chartered Accountant)				
10	Details of the work being executed at EPD: (Attach additional sheet if required)					
	Sl No.	Work / Purchase Order No.	Work Description	Date	Value	Valid Upto
11	EMD Details	Bank name: Date: DD No./UTR No.: Amount:				
12	Any other comments					

Note:

- I. Photocopy in support of above wherever applicable should be attached.
- II. Please note that if answer of Sl No.08 or 09 is 'No' then the bid is liable to be rejected.

Signature of the Tenderer
Date:



6-B. SPECIAL TERMS & CONDITIONS OF CONTRACT

EVALUATION OF PRICE BID:

- A single rate must be quoted for each item mentioned in the price bid Performa as the job would be awarded to one successful tenderer.
- Evaluation of the L-1 offer shall be computed on overall lowest cost to BHEL basis. (Grand Total Price for all the items indicated above minus tax credit, if, any)
- In the event of two or more tenderers becoming L1, the said tenderers would be called for negotiation and will be instructed to submit fresh price bid offers. Further, in the event of two or more tenderers becoming L1, the selection of the tenderer for the purpose of awarding contract will be on the basis of LOTTERY to be held in presence of representatives of L1 tenderers.



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6-C PRICE BID FORMAT:-

Sl No.	Category	Daily Wages (Rs.)	Holiday Wages (Rs.)	No to be deployed	No of Working Days (1year)	No of Holidays (1year)	Total Expense including Bonus for 1 Year (Rs.)
1	Unskilled worker	719.09	576.01	1	285	27	233370.51
2	Semi-Skilled	793.24	627.81	2	285	27	500084.22
3	Cook	939.75	747.50	1	285	27	304722.82
4	Supervisor	939.75	747.50	1	285	27	304722.82
5	Total Wages payable (for 1 year) = (1+2+3+4)						13,42,900.38
6	Contractor Margin (for 1 year)						Rs._____
7	House Keeping Material Charges for cleaning the premises including Branded Materials for Sweeping & Swapping, Dusters, Toilet Cleaners, Floor Cleaners, Room Fresheners, Mosquito Repellants etc. (Total charges to be quoted for 1 year)						Rs._____
8	Laundry Charges (Total charges to be quoted for 1 year) <u>Approximate Usage</u> (per month) a) Hand Towel } b) Bath Towel (Small) } 74 Nos (per month) c) Bath Towel (Big) - 27 Nos do d) Bed Spread (Single) - 73 Nos do e) Bed Spread (Double) - 02 Nos do f) Blankets - 12 Nos do g) Curtains - 30 Nos (once in 6 months) h) Pillow Cover - 103Nos						Rs._____
9	Total expenditure (for 1 year) = (5+6+7+8)						
10	GST (18% of 9)						
11	Total expenditure inclusive of Taxes (for 1 year) = (9+10)						
Grand Total (11x2 years) – (Rupees in Words)							

NOTE:

- The rates quoted by the tenderer shall include the Bidder margin and other overhead expenses. Bidder Margin amount will be the same throughout the contract period.
- The Contractor at his own cost shall provide proper uniform and Shoe including Washing Allowance to their Workers. The Contractor has to quote all his expenditure such as Uniform, Washing Allowance and safety Shoes in the Price Bid as part of the margin.
- Taxes payable, if any, to be quoted separately. If taxes payable are not quoted separately, it will be presumed that the price is inclusive of all taxes.



7.0 DECLARATION BY TENDERER

I, -----, aged-----Yrs., S/o -----,

Residing at -----

Hereby declare as follows:

- (i) That my nationality is _____.
- (ii) That I am a major and eligible to enter into contract / my firm / my company is competent to enter into an agreement.
- (iii) I shall employ only such personnel who have not been found unfit for employment in Organizations such as Central / state / Public undertaking by the Police Authorities.
- (iv) I shall not employ persons against whom Criminal cases are pending or under investigation.
- (v) I shall also not employ persons found guilty of offences involving moral turpitude for executing work in BHEL contracts.
- (vi) That there are no Criminal cases/Civil/Labour pending or under investigation against me or my firm or company.
- (vii) I have not been found guilty of offences involving moral turpitude nor any of the company directors / partners of my firm have been found guilty of offences involving moral turpitude.
- (viii) Neither I nor my firm nor my company has been declared insolvent in the past.
- (ix) I have taken due care and efforts to furnish only information which are true in the tender document.
- (x) I shall employ labour who is more than 18 years of age and less than 58 years and having sound physical and mental health.
- (xi) I shall keep Photograph / identity proof / residential proof of the labourers to be employed against this tender and arrange for police verification.

[Signature with Name & seal of the Tenderer]

Date :

Place :



8.0 AGREEMENT BETWEEN CONTRACTOR AND BHEL- EPD

This Agreement made on this _____ day of _____ Two Thousand and Nine between M/s / Shri _____ aged about _____ years S/O of Shri _____, residing at _____, hereinafter called the "**Contractor**" (which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assigns) of the First part.

AND

BHARAT HEAVY ELECTRICALS LIMITED, ELECTRIC & PHOTOVOLTAIC DIVISION, Prof. CNR Circle, P.B.1245, IISc Post, Malleswaram, BENGALURU-560012, a Company incorporated under the Companies Act 1956 and having its registered office at BHEL House, Siri Fort New Delhi - 110049, **hereinafter called "BHEL-EPD "** (which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors and permitted assigns) of the second part.

Whereas

1. BHEL, EPD is desirous of entrusting to the said contractor to engage and carryout the contract job of more specifically mentioned in the Annexure (hereinafter called the Contract work) to this Agreement.
2. The Contractor who is a specialized agency in the type of contract work in different establishments has agreed to undertake the said contract work on job contract basis.

NOW THEREFORE IT IS AGREED BETWEEN THE PARTIES:

The Terms and conditions of this agreement are as stipulated in:

- (i) Notice Inviting Tender
- (ii) Scope of Work
- (iii) Proforma for Offering Techno-Commercial Bid
- (iv) Special Terms & Conditions of the Contract
- (v) General Terms and Conditions
- (vi) Duties and Responsibilities of Contractor
- (vii) Price Bid Format
- (viii) Declaration By Contractor
- (ix) Work Orders and Work Instructions issued to the Contractor
- (x) Agreement between Contractor and BHEL-EPD



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Shall form part and parcel of this agreement.

IN WITNESS WHEREOF THE PARTIES HERETO through their authorized Representatives have signed these presents on the day, month and year mentioned above.

For and on behalf of M/s-----

[Authorized signatory]
Name & Designation

Witness : 1

Signature :

Designation :

Address :

For and on behalf of
Bharat Heavy Electricals Limited
Electric & Photovoltaic Division,
Bengaluru 560012.

[Authorized signatory]
Name & Designation

Witness: 2

Signature :

Designation :

Address :



9. THIRD PARTY NON-DISCLOSURE AGREEMENT

I, _____ on behalf of the _____ (Name of Company),

acknowledge that the information received or generated, directly or indirectly, while working with BHEL on contract is confidential and that the nature of the business of the BHEL is such that the following conditions are reasonable, and therefore:

I warrant and agree as follows:

I, or any other personnel employed or engaged by our company, agree not to disclose, directly or indirectly, any information related to the BHEL. Without restricting the generality of the foregoing, it is agreed that we will not disclose such information consisting but not necessarily limited to:

- Technical information: Methods, drawings, processes, formulae, compositions, systems, techniques, inventions, computer programs/data/configuration and research projects.

- Business information: Customer lists, project schedules, pricing data, estimates, financial or marketing data,

On conclusion of contract, I, or any other personnel employed or engaged by our company shall return to BHEL all documents and property of BHEL, including but not necessarily limited to: drawings, blueprints, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to BHEL's business, or in any way obtained by me during the course of contract. I further agree that I, or any others employed or engaged by our company shall not retain copies, notes or abstracts of the foregoing.

This obligation of confidence shall continue after the conclusion of the contract also.

I acknowledge that the aforesaid restrictions are necessary and fundamental to the business of the BHEL, and are reasonable given the nature of the business carried on by the BHEL. I agree that this agreement shall be governed by and construed in accordance with the laws of country.

I enter into this agreement totally voluntarily, with full knowledge of its meaning, and without duress.

Dated at....., this.....day of20 ..

Name

Company

Signature



ANNEXURE-A

**10.ANNEXURE TO MODEL CONCILIATION CLAUSE FOR CONDUCT OF CONCILIATION UNDER THE BHEL
CONCILIATION SCHEME, 2018**

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. If BHEL is to initiate Conciliation, then, the invitation to Conciliate shall be extended to the concerned Stakeholder in **Format 7** hereto. Where the stakeholder is to initiate the Conciliation, the notice for initiation of Conciliation shall be sent in **Format-8** hereto.
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 counter-claim (whichever is higher) of more than Rs 5 crores Conciliation shall be carried out by 3 Conciliators nominated by BHEL. The appointment of Conciliator(s) shall be completed and communicated by the concerned Department/Group of BHEL Unit/Division/Region/Business Group to the other party and the Conciliator(s) within 30 days from the date of acceptance of the invitation to conciliate by the concerned party in the **Format-9**. The details of the Claim, and counter-claim, if any, shall be intimated to the Conciliator(s) simultaneously in **Format-5**.
5. The Parties shall be represented by only their duly authorized in-house executives/officers and neither Party shall be represented by a Lawyer.
6. 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.
7. 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.



8. 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.
9. 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.
10. 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.
11. 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.
12. 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.
13. 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.
14. 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.
15. 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.
16. 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.
17. In case the Draft Settlement Agreement is rejected by the Competent Authority of BHEL or the other Party, the Conciliation proceedings would stand terminated.



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18. 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.
19. 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.
20. 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.
21. 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.
22. 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; or,
 - e. On rejection of the Draft Settlement Agreement by the Competent Authority of BHEL or the other Party.
23. The Conciliator(s) shall be entitled to following fees and facilities:

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) 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



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		the drafting of the Settlement Agreement shall be paid on the,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	As per entitlement of 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.

24. 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.
25. 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.
26. 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.
27. 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.
28. The travelling, transportation and stay at outstation shall be arranged by concerned Unit as per entitlements as per Serial No. 4 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.

29. 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.
30. 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.
31. 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.
32. 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.
33. 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.
34. The official language of Conciliation proceedings under this Scheme shall be English unless the Parties agree to some other language.



Format 5 to BHEL Conciliation Scheme, 2018
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):

Sl. 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.*



BHARAT HEAVY ELECTRICALS LIMITED
Electric & Photovoltaic Division, Malleswaram,
Bengaluru - 560 012

**TENDER
DOCUMENT
(PART – A)**

FORMAT-7

**FORMAT FOR NOTICE INVOKING CONCILIATION CLAUSE BY BHEL FOR REFERRING THE DISPUTES TO
CONCILIATION THROUGH IEC**

To,

M/s. (Stakeholder's name)

Subject: NOTICE FOR INVOCATION OF THE CONCILIATION CLAUSE OF THE CONTRACT BY BHEL

Ref: ContractNo/MoU/Agreement/LOI/LOA& date_____.

Dear Sir/Madam,

As you are aware, with reference to above referred Contract/MoU/Agreement/LOI/LOA, certain disputes have arisen, which, in spite of several rounds of mutual discussions and various correspondences have remained unresolved. The brief particulars of our claims which arise out of the above- referred Contract/MoU/Agreement/LOI/LOA are reproduced hereunder:

Sl. No.	Claim description	Amount involved

As you are aware, there is a provision in the captioned Contract/MoU/Agreement/LOI/ LOA for referring disputes to conciliation.

In terms of Clause -----of Procedure i.e., Annexure ----- to the Contract/MoU /Agreement / LOI / LOA, we hereby seek your consent to refer the matter to Conciliation by Independent Experts Committee to be appointed by BHEL. You are invited to provide your consent in writing to proceed with conciliation into the above mentioned disputes within a period of 30 days from the date of this letter along with details of counter-claims, if any, which you might have with regard to the subject Contract/ MoU/ Agreement/ LOI/ LOA.

Please note that upon receipt of your consent in writing within 30 days of the date of receipt of this letter by you, BHEL shall appoint suitable person(s) from the BHEL Panel of Conciliators.

This letter is being issued without prejudice to our rights and contentions available under the contract and law.

Thanking you Yours
faithfully
Representative of BHEL

Note: The Format may be suitably modified, as required, based on facts and circumstances of the case.



FORMAT-8

FORMAT FOR NOTICE INVOKING CONCILIATION CLAUSE BY A STAKEHOLDER FOR REFERRING THE DISPUTES TO CONCILIATION THROUGH IEC

To,
BHEL (Head of the Unit/Division/Region/Business Group)

Subject: NOTICE FOR INVOCATION OF THE CONCILIATION CLAUSE OF THE CONTRACT BY A STAKEHOLDER

Ref: ContractNo/MoU/Agreement/LOI/LOA& date_____.

Dear Sir/Madam,

As you are aware, with reference to above referred Contract/MoU/Agreement/LOI/LOA, certain disputes have arisen, which, in spite of several rounds of mutual discussions and various correspondences have remained unresolved. The brief particulars of our claims which have arisen out of the above- referred Contract/MoU/Agreement/LOI/LOA are enumerated hereunder:

Sl. No.	Claim description	Amount involved

As you are aware, there is a provision in the captioned Contract/MoU/Agreement/LOI/ LOA for referring inter-se disputes of the Parties to conciliation.

We wish to refer the above-said disputes to Conciliation as per the said Clause of the captioned Contract/MoU/Agreement/LOI/ LOA. In terms of Clause -----of Procedure i.e., Annexure ----- to the Contract/MoU /Agreement / LOI / LOA, we hereby invite BHEL to provide its consent in writing to proceed with conciliation into the above mentioned disputes within a period of 30 days from the date of this letter along with details of counter-claims, if any, which it might have with regard to the subject Contract/ MoU/ Agreement/ LOI/ LOA and to appoint suitable person(s) as Conciliator(s) from the BHEL Panel of Conciliators.

This letter is being issued without prejudice to our rights and contentions available under the contract and law.

Thanking you
Yours faithfully
Representative of the Stakeholder

Note: The Format may be suitably modified, as required, based on facts and circumstances of the case.



FORMAT FOR INTIMATION TO THE STAKEHOLDER ABOUT APPOINTMENT OF CONCILIATOR/IEC

To,

M/s. (Stakeholder's name)

Subject: INTIMATION BY BHEL TO THE STAKEHOLDER AND CONCILIATOR(S) ABOUT APPOINTMENT OF CONCILIATOR/IEC

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

Sir,

This is with reference to letter dated ----- regarding reference of the disputes arising in connection with the subject Contract No /MoU/Agreement/LOI/LOA to conciliation and appointment of Conciliator(s).

In pursuance of the said letter, the said disputes are assigned to conciliation and the following persons are nominated as Conciliator(s) for conciliating and assisting the Parties to amicably resolve the disputes in terms of the Arbitration & Conciliation Act, 1996 and the Procedure ---- to the subject Contract

...../MoU/Agreement/LOI/LOA, if possible. Name and

contact details of Conciliator(s)

- a)
- b)
- c)

You are requested to submit the Statement of Claims or Counter-Claims (strike off whichever is inapplicable) before the Conciliator(s) in Format 5 (enclosed herewith) as per the time limit as prescribed by the Conciliator(s).

Yours faithfully,

Representative of BHEL

CC: To Conciliator(s)... for Kind Information please. Encl: As above

Note: The Format may be suitably modified, as required, based on facts and circumstances of the case.