

RE:MUM:HRD:GC 0229:

24.09.2010

Dear Sir,

**Sub: Offers for maintenance and upkeep of BHEL Transit Flats**

BHEL is having two transit flats at the following addresses:

1. 4<sup>th</sup> floor, 9, Khetan Bhavan, 4 rooms, 15 beds capacity  
198, Jamshejee Tata Road,  
Opp. Ritz Hotel, Churchgate,  
Mumbai – 400 020
2. 3<sup>rd</sup> floor, 16, Mistry Court, 4 rooms, 8 beds capacity  
Dinshaw Wachha Road,  
Opp. CCI, Churchgate,  
Mumbai – 400 020.

These transit flats are well furnished with air conditioners, colour televisions, well equipped kitchen and attached toilets.

BHEL is using these transit flats for accommodating its officers / staff as well as customers / Government officials on visits to Mumbai.

BHEL invites sealed tenders in two bid system from established contractors for maintenance and upkeep of BHEL transit flats.

**The tender is in two parts:**

**Technical Bid (Part 'A'), Envelope 1**

**Price Bid (Part 'B'), Envelope 2.**

The formats for both the parts are enclosed herewith. Both the parts to be sealed in independent envelopes with the label as 'Technical Bid' (Part 'A') and 'Price Bid' (Part 'B'). **Both the envelopes to be sealed in another envelope along with covering letter and Earnest Money Deposit and superscribed with 'Tender for Maintenance and Upkeep of Guest Houses'.**

The contract shall be for a period of two years with a provision of extension for one more year at the same rates, terms and conditions.

Evaluation of the tenders shall be based on fulfillment of all technical conditions and the overall L1 offer shall be considered for award of the contract.

BHEL also reserves the right to split the tender / reject any or all the offers without giving any reasons thereof.

The tenderers shall also submit the completed Letter of Compliance as given in Annexure – II.

The tenders are to be submitted in the tender box placed on the 15<sup>th</sup> floor of our office on or before 15.10.2010 (3.00 p.m.) addressed to Dy. General Manager (HR), Regional Operations Division, Bharat Heavy Electricals Limited, 15<sup>th</sup> floor, Centre I, World Trade Centre, Cuffe Parade, Mumbai – 400 005.

Offers through telegram / fax shall not be acceptable.

Initially the technical bids shall be opened on the due date of submission i.e. 15.10.2010 at 3.30 p.m. in front of tenderers who wish to be present on the due date.

After scrutiny, the price bids of the technically qualified bidders shall be opened in front of the successful bidders who wish to be present on the date to be informed by BHEL subsequently.

Thanking you,

Yours faithfully,  
For Bharat Heavy Electricals Limited,

(Ajit Sinha)  
Dy. General Manager - HR

Encl:

1. Technical Bid
2. Price Bid

## TECHNICAL BID – PART ‘A’ – ENVELOPE 1

Sl. No	Description	Accepted						
1	<p><b>Earnest Money Deposit :</b> Payment of Rs.20, 000/- towards Earnest Money Deposit to be submitted along with the offer. Demand Draft no. _____ dated _____ Earnest Money shall, inter-alia, be forfeited in case of the following:</p> <p>a) On withdrawal of the bid or increase in rates or change in bid conditions after opening of the tender. b) On refusal to enter into a contract after the award of contract. c) If operations of the contract are not commenced from the date indicated in the award of the contract.</p> <p>EMD furnished by the successful bidder shall be converted into security deposit towards contract performance guarantee and shall be refunded after three months of date of expiry / completion / revocation of the contract. In the event of the agency failing to comply with any provision of the contract, the security deposit shall be forfeited by BHEL.</p>							
2	<p><b>Security Deposit :</b> Party has to deposit security deposit at the following rates of the annual contract value:</p> <table><tr><td>Upto Rs.10 lakhs</td><td>.. 10%</td></tr><tr><td>Above Rs.10 lakhs and upto</td><td>.. Rs.1 lakh + 7.5% of the amount</td></tr><tr><td></td><td>Exceeding Rs.10 lakhs.</td></tr></table> <p>Security deposit may be furnished in any of the following forms:</p> <p>a) 50% in cash / pay order / demand draft b) Local cheques subject to realization c) Balance 50% in the form of bank guarantee from scheduled banks / financial institutions or National Saving Certificates / Kissan Vikas Patra in favour of BHEL.</p> <p>Security deposit to be furnished within a week of issue of work order. Security deposit shall not carry any interest. Security deposit in normal case will be refunded after three months of expiry of successful completion of contract.</p>	Upto Rs.10 lakhs	.. 10%	Above Rs.10 lakhs and upto	.. Rs.1 lakh + 7.5% of the amount		Exceeding Rs.10 lakhs.	
Upto Rs.10 lakhs	.. 10%							
Above Rs.10 lakhs and upto	.. Rs.1 lakh + 7.5% of the amount							
	Exceeding Rs.10 lakhs.							
3	<p><b>Evaluation Criteria:</b> Evaluation of the tenders shall be based on fulfillment of all technical conditions and the overall L1 offer shall be considered for award of the contract.</p>							
4	Agree to provide copies of all the documents listed in Annexure – I and also duly filled in and signed Annexure – II.							
5	<p><b>Scope of work :</b> Sweeping, dusting, cleaning and wet mopping of floors.</p>							

	<p>Dusting and cleaning of all furniture and other domestic and utility items. Vacuum cleaning of electronic items / fittings / fixtures including ACs, tube lights, bulbs, upholstered furniture, pelmets, ceilings of all rooms / toilets / balcony etc. Contractor to provide his own heavy duty vacuum cleaners.</p> <p>Cleaning of toilets with phenyl / disinfectant.</p> <p>In the rooms and toilets, fresheners should be used regularly. All cleaning materials i.e. fresheners / phenyl / disinfectant etc., is to be provided by the contractor.</p> <p>BHEL will provide bed sheets / bed covers / blankets / towels / napkins / mattresses / crockery etc.</p> <p>The beds should be made with clean bed sheets every day. The expenditure towards washing of the bed sheets / bed covers / blankets / towels / napkins shall be borne by the contractor.</p> <p>If any of the towels, bed sheets or mattresses are torn or get damaged the same shall be reported to BHEL immediately. To ensure this, BHEL officials shall inspect the condition of the above items on daily basis or as required.</p> <p>Every room must be provided with standard make Mosquito Repellant liquid and machines and the liquid to be replaced when required. The contractor will also arrange pest control on monthly basis or earlier if required.</p> <p>Every room to be provided with:</p> <ol style="list-style-type: none"> <li>Two each washed towels and napkins.</li> <li>2 nos. small soap 20/25 gms (Medimix, Lux, Rexona etc.)</li> <li>1 no. shampoo sachet (Clinic, Rejoice, Vatika etc.)</li> </ol>	
6	<p><b>Contractual &amp; Legal Obligations:</b></p> <ol style="list-style-type: none"> <li>BHEL has privity of contract with employer only.</li> <li>No relation with the employment of employees.</li> <li>It is a contract and should not amount to <ul style="list-style-type: none"> <li>Joint Venture</li> <li>Partnership</li> <li>This is a contract for maintenance and housekeeping services only and will not amount to Employer – employee relationship</li> </ul> </li> <li>Will not deploy any casual employee or subcontract the job without written permission.</li> <li>The contractor's workers have to work as per the instruction of BHEL.</li> <li>BHEL is engaging the services for maintenance and upkeep of BHEL transit flats and hence the persons to be employed by you would be in the transit flats to attend to BHEL guests only and they will be entitled to take breakfast / tea or use any other facility till they are on duty in the guest house. Their relatives / friends / visitors would not be allowed inside the transit flats.</li> </ol>	
7	<p><b>Staff :</b></p> <p>The contractor will keep adequate number of persons in each transit flat</p>	

	<p>(preferably one in charge and one or two assistants as per requirement for each transit flat). The staff must be literate, polite, well behaved and should always be in uniform.</p> <p>Contractor's staff shall have following duties :</p> <ol style="list-style-type: none"> <li>General supervision of both the transit flats.</li> <li>The in charge of the transit flat shall ensure that only authorized persons are allowed to enter the transit flat. The identity of each guest is to be established before allotment of room. In case of any doubt, the transit flat representative will check with the BHEL officials.</li> <li>Contractor would be held totally responsible for any unauthorized occupant in the transit flat.</li> <li>Contractor is responsible to ensure compliance of BHEL's instructions applicable to transit flats.</li> <li>Cordial and warm reception of the guest.</li> <li>Preparation of breakfast, tea etc.</li> <li>Maintain the booking register along with the requisite details and update on daily basis.</li> <li>Upkeep of each room in the transit flat. Ensure safety / security of belongings of guests in their absence.</li> <li>Maintenance of suggestion register and telephone registers.</li> <li>During the period of the contract of any of your employees come in contract with contagious diseases like TB, Measles, Chicken Pox etc., as defined by Medical Council of India, they shall be immediately substituted with another person. Any loss on this account will be to the cost of the contractor.</li> </ol>	
8	<p><b>Electrical, Plumbing and Carpentry maintenance:</b></p> <p>Minor day to day jobs for plumbing like leakage in taps, working of flush, choking of drain, carpentry work like repair of door latches, hinges, door closures etc., and electrical repair work such as replacement of bulbs, tubes, switches, power points etc., are to be attended promptly by the contractor at his cost. If any defects or breakages / damages (on the doors, floors and walls) as well as in electrical gadgets like geysers, ACs, Refrigerators etc., are to be brought to the notice of BHEL.</p> <p>All major maintenance works like painting, structural repairs, relaying of electrical cables, replacement of fans etc., shall be in the scope of BHEL.</p>	
9	<p><b>Kitchen equipments :</b></p> <p>Utensils, crockery and kitchen materials, fridge, toaster etc., have been provided by BHEL in both the transit flats. The contractor shall handle the material with due care. In case of abnormal breakages of any crockery in excess of 10% or for any loss of utensils / kitchen material etc., the contractor shall have to bear the costs of such losses.</p> <p>Expenditure towards gas cylinders at the transit flats will be borne by the contractor.</p> <p>All utensils, crockery will be properly cleaned and maintained at all times. Cleaning detergents / powder will have to be arranged by the contractor.</p> <p>The contractor shall keep proper records of crockery available / broken on daily</p>	

	basis and shall be shown to BHEL officials for verification as and when demanded.	
10	<b>Bathrooms :</b> All the rooms are having attached bathrooms. The contractor to ensure that toilets are absolutely clean and will use disinfectant items like Harpic, liquid soap etc. The cost of material is all inclusive in the contract value.	
11	<b>Breakfast :</b> At the transit flats only breakfast, tea, coffee and cold drinks are to be served to the guests. Breakfast timings are upto 10.00 a.m. Tariff charges to be collected from guests are enclosed.  No lunch or dinner is to be served. The contractor will serve tea, coffee, breakfast, cold drinks and any other snacks etc., as per the tariff given as and when demanded by the guests and collect the bill amount from the guests / as per instructions. No cooking other than for consumption of guests and for the transit flat staff of the contractor.	
12	<b>Communication :</b> Every day morning the contractor will inform room-wise occupancy status to BHEL officials for each transit flat. The bookings for the guests are controlled by BHEL ROD Mumbai office.	
13	<b>Room Rent :</b> The in charge of the transit flat shall enter in the register being maintained for this purpose, as per the format provided by BHEL. He shall also ensure that all the details such as name, designation, staff no., relationship, duration of stay etc. shall be clearly entered in the register. In case of doubts he shall cross check with the concerned official of BHEL.  The contractor will collect the room rent, as applicable, and will enter details in the register. The contractor has to issue receipts to the guests in lieu of payments collected from them and will deposit such payments on every Friday at BHEL ROD Mumbai office along with the statement in the prescribed format.	
14	<b>Feed back from Company Guests :</b> The in charge shall ensure to obtain the comments of the guests in the visitor's register maintained for the purpose at the time of vacation.	
15	<b>Maintenance of Electrical Equipments :</b> Maintenance of ACs, Coolers, Refrigerators, TVs is in BHEL's scope. Generally, these items are covered through Annual Maintenance Contract (AMC). The contractor has to follow up with the concerned AMC agencies for proper running of these equipments and shall continue to inform BHEL regularly.	
16	<b>Payment Terms :</b> In consideration of such services mentioned above rendered by the contractor, BHEL will pay lumpsum charges and also applicable service tax to the contractor for every calendar month within 15 days of submission of clear bills. TDS as applicable will be deducted at source from the payment.	
17	<b>Indemnity :</b> The party shall indemnify BHEL for all the losses / damages occurred during the operation of the contract.	

18	<b>Work order :</b> A separate Work Order shall be issued by BHEL for covering the execution of the work.	
19	<b>Arbitration :</b> Arbitrator in case of any arbitration / differences in execution of contract shall be one of the BHEL Executives at the level of DGM who shall be sole Arbitrator and his decision will be final.	
20	<b>Offer Validity :</b> Offers shall remain valid till 31.12.2010.	
21	<b>Experience &amp; Performance Certificate :</b> The bidder must have at least two years experience of similar nature preferably with Government / Public Sector or reputed Private Sector Companies / Firms. They should submit copy of satisfactory performance certificate for similar services for a period of not less than two years either for running contract or contract just completed from at least two Government / Public Sector / Private Sector enterprises for similar transit flats and copies of two existing work orders. The committee shall visit the existing transit flat/ Guest House where the bidder is executing the work. They will assess the suitability and performance and will give recommendation.	
22	<b>Statutory Levies :</b> Contractor has to ensure that payments are made to his staff / workers as per minimum wages act. The contractor is solely responsible for all statutory liabilities in respect of his employees / workers engaged for guest houses.  The contractor has to submit the certificate for compliance of minimum wages act and other statutory liabilities such as Provident Fund, Gratuity, ESIC etc., every month along with his bill for rendering services. He shall also submit the copies of the Challan of the previous month for remittance of ESIC and PF amounts.	
23	<b>Inspection :</b> BHEL representatives shall inspect and check these transit flats from time to time and the services rendered by the contractor and if such services are found not to be adequate, the contractor will improve the services to the expectations of BHEL. The contractor shall employ the staff with good record and integrity. Any loss of property of BHEL or its guests, the contractor will have to pay for the total damages or else the same shall be recoverable from his dues.	
24	<b>Telephones :</b> Telephone lines have been provided by BHEL at both the transit flats and the bills for the same will be borne by BHEL. Telephone registers to be maintained for proper use of telephones. In case of telephone failures, the contractor to follow up with MTNL for repair / service. There shall be no misuse of the telephone from the contractor's staff and if done so the amount towards this expenditure shall be intimated to you and deducted from the monthly bills.	
25	<b>Workmen Compensation :</b> It is the sole responsibility of the contractor to insure his staff engaged in the BHEL transit flats under Workmen Compensation Insurance Act against any unfortunate incidences / accidents while on duty.	
26	<b>Duration of Contract :</b> The contract will be for two years extendable by one more year at the same rates, terms and conditions at the discretion of BHEL Management.	

27	<b>Risk Purchase :</b> For the poor performance with three notices BHEL reserves the right to get the job done through any third party at your cost and risk. Financial liability shall be adjusted from the payments to be made by BHEL.	
28	<b>Cancellation of Contract :</b> BHEL reserves the right to terminate the contract by giving 15 days notice in writing in case the services are not found satisfactory and the contractor shall forfeit the security deposit. In case of termination of the contract, the contractor shall withdraw all his employees from the establishment of BHEL.	

Signature of the Tenderer:

Name

Designation

Seal



## **BREAKFAST TARIFF**

BHEL tariff for supply of tea / coffee etc., to the occupants of the guest houses is as below:

- |    |   |                |
|----|---|----------------|
| 1. | Tea (150 ml approx.)  | Rs.5/- per cup |
| 2. | Coffee / Milk (150 ml approx.)  | Rs.7/- per cup |
| 3. | Cold drinks (300 ml)  | Rs.25/-        |
| 4. | Vegetarian breakfast  | Rs.25/-        |
|    | <ul style="list-style-type: none"><li>• Two pieces toast with butter or jam</li><li>• Milk cold / warm with cornflakes</li><li>• Tea / Coffee</li></ul>       |                |
| 5. | Non-veg. Breakfast  | Rs.30/-        |
|    | <ul style="list-style-type: none"><li>• Double egg omlette / two boiled eggs</li><li>• Two pieces of toast with butter / jam</li><li>• Tea / Coffee</li></ul> |                |

Signature of the Tenderer:

Name

Designation

Seal

## TECHNICAL BID - ANNEXURE - I

FOLLOWING DETAILS TO BE PROVIDED ESSENTIALLY:

1. Name, address with telephone / fax no. :
  
2. Structure of the party (tick mark as applicable) : Proprietorship /  
(Copy of relevant document to be enclosed) Partnership /  
Private Limited
  
3. Permanent Account No. (PAN No.) :  
(Copy to be enclosed)
  
3. Copy of registration certificate under Bombay  
Shop & Establishment Acts / Other Statutory  
Authorities like PWD / MHADA / Sales Tax  
Department / Registration of Companies Act :
  
4. Details of minimum two existing contracts with contract copies without price  
reference:
  
5. Details of Earnest Money Deposit:

Signature of the Tenderer:

Name

Designation

Seal

**PRICE BID – ANNEXURE ‘B’ – ENVELOPE 2**

- A) Name of the Tenderer :
- B) Address :
- C) Telephone / Fax No. :
- D) Rate for monthly charges : (In figures) Rs.  
(In Words) (Rupees)

1. Service Tax if applicable will be payable extra.
2. TDS as applicable to be deducted from the bill.
3. Payment will be made on monthly basis. No advance payment will be made.
4. Monthly detailed report duly signed by BHEL representative will be a part of the bill.
5. This offer is valid upto 31.12.2010.

Signature of the Tenderer

Name

Designation

Seal

**BHARAT HEAVY ELECTRICALS LIMITED  
15TH FLOOR CENTRE - I, W.T.C.  
CUFFE PARADE, MUMBAI - 400 005**

**TENDER FOR MAINTENANCE AND UPKEEP OF  
BHEL TRANSIT FLATS**

**SUBMISSION DATE: 15.10.2010 (3.00 P.M.)  
OPENING DATE: 15.10.2010 (3.30 P.M.)**

