

**BHARAT HEAVY ELECTRICALS LIMITED  
BHEL ESTATE OFFICE**

**BHEL-TOWNSHIP, SECTOR-17  
NOIDA- 201301**



**TENDER DOCUMENT**

**FOR**

**CONTRACT FOR HOUSEKEEPING AND CATERING SERVICES FOR TRANSIT FLATS AT  
BHEL TOWNSHIP, SECTOR-17, NOIDA.**

**NIT No. 14:AA:NOI:ADMN.:TF:112:2014-15  
Dated: 31.12.2014**

**CONTENTS**

- 1- Notice Inviting Open Tender
- 2- Techno commercial Bid – Part A
- 3- Price Bid - Part B

**Last date for Submission: 21.01.2015**



**भारतहेवीइलेक्ट्रिकल्सलिमिटेड**

**BHARAT HEAVY ELECTRICALS LTD.**

सम्पदाकार्यालय, सेक्टर- १७, नोएडा-२०१३०१ यू.पी.(., भारत)

Estate Office, Sector-17, Noida-201 301 (UP) INDIA

Tel: 6740983, 6740988(Fax) 6740994

**NOTICE FOR INVITING OPEN TENDER**

Sealed tenders are invited in two parts bids for the following Job/ services in BHEL Township, Noida on monthly rate contract basis.

**Name of Job** : Contract for House Keeping and Catering services for Transit Flats in BHEL Township, Sector-17, Noida.

**NIT No.** : 14:AA:NOI:ADMN.:TF:112:2014-15 **Dated:** 31.12.2014

**Period of Contract** : Two Years from the date of placement of order.

**Earnest Money** : Rs 2,00,000.00 ( Rs 2.00 lakhs)

**DATE OF SUBMISSION & OPENING OF TENDER**

**Last date for submission of sealed tender at** : 21/01/2015 at 1500 Hrs.  
**Estate Office, BHEL Township, Sector-17, Noida**

**Date of opening the tender** : 21/01/2015 at 1530 Hrs.

**Venue for opening of Tender** : Estate Office, BHEL Township  
Sector-17, Noida

The Tender Document may be obtained from the office of Engineer (HR-TAX), Estate office, Sector-17, Noida free of cost or may be downloaded from BHEL web site ([www.bhel.com](http://www.bhel.com)) or from CPP portal (<http://eprocure.gov.in>). The sealed tender may be sent either by registered post/ Speed Post/ Courier Services or by hand in the office of Engineer (HR-TAX), between 9.00 AM to 5.30 PM on any working day latest by 21.01.2015 at 3:00 PM. In case of any clarification the bidder can contact undersigned on Tel. No.-0120-6740983, mobile No.-8800957694 or at e-mail: [omender@bhel.in](mailto:omender@bhel.in).

**(Omender Singh)**  
Engineer (HR-TAX)  
On behalf of "BHEL"

## PART 'A' – TECHNO- COMMERCIAL BID

### **A. INSTRUCTIONS FOR THE BIDDERS:**

1. The offer shall be submitted as per the instructions of tender document. Only one set of tender document duly signed by authorized representative of tenderer and signed & stamped on each page shall be submitted as detailed further. Tenderer should note specifically that all pages of tender document, including the NIT page for this particular tender shall be submitted by them (after signing & stamping on each page) as a part of their offer. **Price shall not be mentioned by them anywhere in the techno-commercial portion of offer, except in the relevant price bid and submitted in separate sealed envelope. In case of any clarification, bidder may contact this office.**
2. Tender documents are also available on BHEL web site i.e. **www.bhel.com** and the same can be downloaded and used as tender document for submitting the bid.
3. All documents submitted by the Tenderer in his tender shall be accompanied with a covering letter giving index interlinking all the documents.
4. No overwriting / correction in tender documents by tenderer shall be allowed. However if correction is unavoidable, the same must be signed by authorized signatory.
5. **Tender must be submitted in two parts, i.e., (i) Techno-Commercial Bid along with un-price bid and (ii) Price Bid. The tenderer must submit their tenders in three separate sealed envelopes prominently super scribed as 'EMD Deposit', Part – A 'Techno- commercial bid' and Part-B 'Price Bid', and the NIT No. & due date on each of the envelope. These three separate envelopes shall together be kept in fourth envelop super scribed with name of Job/ services, NIT No. & due date of opening.**
6. Techno-commercial bid should contain all the documents in proof of Pre- qualifying criteria, signed tender document having NIT page, Instructions for tenderer, General conditions, Special Conditions, Contractor's Obligations, un-price bid, Scope of Job/ services all the annexure duly filled & signed by the tenderer and the envelope containing EMD.
7. Bid without requisite earnest money will not be considered.
8. The tenderer shall submit the Bank details along with a cancelled cheque for NEFT/RTGS.
9. Price Bid should contain only the "Part-B, Price Bid Format" after quoting the rates as specified in the Price bid format.
10. Rate shall be lump sum and inclusive of all taxes but exclusive of service tax which shall be quoted separately in same price bid format. Rates must be quoted in figures as well as in words.
11. On the date of opening of tender, only Techno-Commercial Bid shall be opened.
12. BHEL may finalize successful tenderer by **opening of sealed price bid** or by conducting **online Reverse Auction**. Date of opening of sealed Price Bid / conducting of online Reverse Auction will be intimated by phone, by post or e-mail separately to the Tenderers who qualify in the Techno-Commercial bid.
13. BHEL reserves the right to accept or reject any or all offers without assigning any reason thereof. Also BHEL shall not entertain any correspondence from bidders in this matter (except for the refund of EMD).
14. In case any typing error/other clerical errors is noticed by the tenderer, in the tender documents, the same must be pointed out and got clarified before submission of offer, or else, BHEL's interpretation shall prevail & shall be binding on the tenderer.
15. The Tenderer should accept all terms & conditions of the tender unconditionally. Tenders with deviations from terms and conditions are likely to be rejected.
16. **The bidders are advised to inspect & examine the Transit Flats in BHEL premises i.e. place of services and obtain all the necessary information related to the scope of Job/ services/ specifications, risk & contingencies involved before submitting their offers.** Any queries regarding this tender may be clarified from Engineer (HR-TAX), on Telephone No. 0120- 6740983 / mobile No.-8800957694 or e-mail : [omender@bhel.in](mailto:omender@bhel.in)
17. The tenderers or their representative may attend the opening of techno-commercial bid (Part-A) and the technically qualified tenderers or their representative may attend the opening of Price bid (Part B) if occurs instead of RA.

### **B. PREQUALIFYING CRITERIA:**

- 1) EMD of Rs. 2,00,000/- only in the form of Pay Order or Demand Draft in favour of BHEL, payable at New Delhi, must be submitted in a separate envelope. **Tender not accompanied with EMD/ EMD submitted in any forms other than PO & DD will not be accepted.**
- 2) The bidder should have **PAN No., Service Tax Registration No. & ESI Registration No.**

- 3) The bidder's average annual financial turnover during the last three financial years ending 31<sup>st</sup> March'14 should be at least 43.21 lakhs.
- 4) The experience of having successfully completed similar Job/ services (**similar completed Job/ services shall mean contract for Housekeeping and Catering services in Offices/Guests Houses/ Transit Flats or Hotels etc.**) during last 7 years ending on 30.11.2014 should be either of the following:-
  - a) Three similar completed jobs/ services costing not less than Rs. 57.61 Lakhs each.
  - or
  - b) Two similar completed jobs/ services costing not less than Rs. 72.02 Lakhs each.
  - or
  - c) One similar completed jobs/ services costing not less than Rs. 115.23 Lakhs.

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

- a) Complete tender document in all respects duly signed & stamped on each and every page by the authorized signatory of the bidder as a token of acceptance of all the terms and conditions of tender.
- b) Self-attested copies of Balance Sheet and Profits & Loss Account statements of last three financial years i.e. FY 2011-12, 2012-13 & 2013-14 (AY 2012-13, 2013-14 & 2014-15) duly verified by CA .
- c) Self-attested copies of acknowledgements of IT return of last three financial years i.e. FY 2011-12, 2012-13 & 2013-14 (AY 2012-13, 2013-14 & 2014-15).
- d) Self-attested copies of Work Orders/ Award letters along with certificates of completion in support of proof of experience for the works executed by the bidders during last 7 years ending on 30.11.2014. BHEL reserves the right to cross check the documents from the issuing department/ company.
- e) Copy of the **PAN card, Certificate of Service Tax Registration No. & ESI registration No.**
- f) Business Rules for Reverse Auction (enclosed at Annexure –F3).
- g) The Bidder must Submit a declaration (enclosed at Annexure –F4), that no case is pending with the police/ court against the proprietor/ firm/ partner or the company (Agency). As well as the bidder has not been suspended / blacklisted by any organization.
- h) No deviation certificate as per Annexure – F5 (enclosed) must be signed and stamped.
- i) Bidder must submit the technical details in the enclosed format (Annexure-F6).
- j) Bidder must submit the bidder's details in the enclosed format ( Annexure-F7)
- k) Bidder must submit the check list enclosed at annexure-F8 after duly filled and signed.

**C. GENERAL TERMS & CONDITIONS:-**

- 1) Tenders received late /in open condition/without EMD/ not meeting the tender Condition / incomplete in any respect are likely to be rejected.
- 2) The offer of the bidders who are on the banned list as also the offer of the bidders, who engage the services of the banned firms, shall be rejected. The list of the banned firms is available on BHEL web site **www.bhel.in**
- 3) BHEL will not be responsible for the postal delay under any circumstances for non-receipt of Tenders by due date & time.
- 4) BHEL has the right to reject all or any of the tenders and accept any tender(s) irrespective of its / their being the lowest / highest.
- 5) If any information/ documents submitted by the tenderer are found false/fake at any stage, the tender will be cancelled and Earnest Money deposited (EMD) shall be forfeited.
- 6) The rate should be indicated both in words and figures. All entries in the Tenders must be written in ink or typewritten. Over-writing should be avoided. Corrections, if any, should be attested with signature by the bidder.
- 7) The Tenderers are required to quote for the complete scope of work. Tenders for part of the work or incomplete in any respect are liable to be rejected.
- 8) The amount quoted for the material cost will be firm for the contract period or the extended period, if any and no escalation due to increase in material cost will be accepted. However amount quoted for labour cost will **vary depending on the following:**
  - a) Any changes in the monthly consolidated wages fixed by BHEL.
  - b) The periodic VDA increase, as and when notified by the Government.
  - c) Any changes in PF / ESI contribution of employer's portion due to changes in Labour Law or any changes in service tax.

- 9) Contract may be cancelled at any stage without assigning any reason by giving a notice of one month to the contractor and contractor will not have any claim in this regard.
- 10) **VALIDITY OF RATES:** Validity of rates will be 90 days from the date of opening of the techno-commercial bid.
- 11) **EVALUATION CRITERIA:** The charges for the catering services are fixed as mentioned in the scope of Job/ Services. The Bidders will quote for Cost of consumable materials and Service items as per Annexure F-1 & for Labour cost as per Annexure F-2, as prescribed in the Price bid format. Evaluation of the tender will be done on overall quote basis inclusive of all the taxes including service tax. The criteria of evaluation of techno-commercial bids shall be on the basis of documents submitted by the tenderers. BHEL may finalize successful tenderer by either **opening of sealed price bid** or conducting **online Reverse Auction**. Date of opening of sealed Price Bid / conducting of online Reverse Auction will be intimated, by post or e-mail separately to the tenderers who qualify in the Techno-Commercial bid. The decision of BHEL will be final in this regard. In case of opening of Price Bid, evaluation of bid will be on total cost to 'BHEL' (Sl. No. 'E' of Price Bid. Evaluation of Price Bid will be done on overall L-1 rate inclusive all including Service tax. In case of tie between the rates of two or more bidders, the Snap bidding system will be followed to arrive the L-1 bidder.
- 12) **REVERSE AUCTION:** BHEL reserves the right to go for Reverse Auction (RA) instead of opening the sealed envelope price bid, submitted by the bidder. This will be decided after techno-commercial evaluation. All bidders to give their acceptance for participation in RA. Non- acceptance to participate in RA may result in non-consideration of their bids, in case BHEL decides to go for RA.
- In case BHEL decides to go for Reverse Auction, only those bidders who have given their acceptance to participate in RA will be allowed to participate in the Reverse Auction. Those bidders who have given their acceptance to participate in Reverse Auction will have to necessarily submit online sealed bid in the Reverse Auction. Non-submission of online sealed bid by the bidder will be considered as tampering of the tender process and will invite action by BHEL as per extant guidelines in vogue. The Reverse Auction shall be conducted by a Service Provider (empanelled with BHEL) as per the Business Rules and Terms & Conditions enclosed at Annexure-F3.
- 13) **CORRECTION OF ARITHMETIC ERRORS:** Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors on the following basis:
- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the BHEL there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
  - If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected.
  - If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.
  - If any bidder does not accept the correction of errors, their bids will be disqualified.
- 14) **CONTRACT PERIOD:** The contract period will be for **two years** from the date of award which can further be extended for one year on the same rates, terms & conditions on the mutual agreement between the company and the contractor on satisfactory performance of the contract and will be decided later.
- 15) **SUBLETING:** The Contractor shall not sublet, transfer or assign the contract or any part thereof to any other person/company/organization.
- 16) **WATER & ELECTRICITY:** Water and electricity shall be supplied to the contractor by the department subject to the following conditions:-
- The contractor and his workforce engaged against this contract may utilize the Water & Electricity provided in the Transit Flats free of cost.
  - BHEL does not guarantee to maintain uninterrupted supply of water/ electricity and it will be incumbent on the contractor to make alternative arrangement for proper supply of the same at his/ their own cost in the event of any break down in the government water/ electricity mains so that the services to be provided against this contract is not held up for the want of the same.
- 17) **STORES & MATERIALS:**
- The contractor shall be provided free of cost a place in Transit Flats for storing the materials related to housekeeping & catering services which will be utilized against this contract only. The contractor shall at all times keep the place tidy, clean and in sanitary condition to the entire satisfaction of the Engineer In-charge.

- b) All materials like housekeeping, kitchen related grocery & other items are to be stored by the contractor only in the place to be indicated by the Engineer Incharge. In case constraint of place, the decision of Engineer Incharge is final & binding on the contractor.
- c) The safety & security of the contractor's materials will be the responsibility of contractor himself. BHEL will not provide any compensation due to theft, damage or loss of contractor's materials.
- d) The stores provided by the contractor will not be utilized as the accommodation for the workers or for any other purpose than storing the materials related to housekeeping and catering services.

**18) PAYMENT TERMS:**

- a) The contractor shall raise the bill on BHEL at the end of every month for material & services part as detailed in price bid for the respective month and for labour part on the basis of actual attendance of the workforce deployed by contractor.
- b) The contractor shall raise the bill on BHEL at the end of every month for the catering services (i.e. charges of lunch, dinner, breakfast, special lunch/ dinner& miscellaneous items to the official guests or for conferences at the rates fixed by BHEL mentioned in point 5 of Annexure F-1) on monthly basis.
- c) The contractor shall claim the charges for the catering services (i.e. charges of lunch, dinner & breakfast at the rates fixed by BHEL mentioned in point 5 of Annexure F-1) provided to the guests other than official guests directly from the occupants.
- d) The Contractor shall raise a separate bill on BHEL at the end of every month for reimbursement of News Papers on actual basis.
- e) Bills raised by the Contractor shall be certified by the official in-charge of BHEL and the payments will be made within 15 days from the date of receipt of in discrepant bill.
- f) The contractor shall not be entitled to any interest with respect to any money which may be due to him from BHEL.
- g) All payment will be subject to deduction of taxes at source as per Income Tax Act & Rules.
- h) Sale Tax, if any, or any tax incurred on purchase of materials by the contractor in respect of this contract shall be treated as included in the charges and BHEL will not entertain any additional claim whatsoever in this respect.
- i) **Contractor has to make the payment to their respective workforce latest by 7th day of every calendar month by way of direct transfer by NEFT/RTGS in the respective account of contract worker.** The contractor will also issue a salary slip to each of the workforce deployed against this contract. Contractor has to also ensure timely deposit of PF and ESI as per the provisions of the act. At the time of submitting the bill for payment by BHEL, the contractor has to submit the details of payment of wage & salary to their work force, proof of payment or transfer in the accounts of its workforce, proof of deposit of PF, ESI and service tax etc. which will be for the purpose of ensuring that contractor has complied with the statutory requirement.
- j) The Service Tax shall be paid as per the quoted rate of Service Tax (at Price Format). No payment of Service Tax will be made if not quoted by the tenderer in the Price Format.

- 19) **L.D. FOR BAD QUALITY OF SERVICES:** If the quality of services is not satisfactory, BHEL reserves the right to impose the LD up to maximum 10% of current monthly bill.
- 20) No excuses like hindrance because of extreme weather conditions, non-availability of material etc. will be entertained for not providing services on time.
- 21) All necessary precautions with respect to safety and environmental aspects and their impacts shall have to be taken by the contractor for activities performed by his workers.
- 22) In case of any dispute, the decision taken by BHEL Management will be final and binding on the contractor.
- 23) No party shall be permitted to tender for work in BHEL in which any of their near relatives is an employee connected with the award and execution of the contract. They shall also intimate the names of persons who are working with them in any capacity or subsequently employed by them and who are near relatives of any employee of the BHEL. Any violation of this condition which comes to the Notice of the BHEL after the contract is awarded will entitle the BHEL to treat the contractors as having committed a breach of contract and to exercise all the rights and remedies available to the BHEL on account thereof.

**24) EARNEST MONEY DEPOSIT ( EMD):**

- 1) The EMD of Rs 2,00,000/- ( Rupees two lakhs, only) in the form of Pay order or Demand Draft in favour of "Bharat Heavy Electricals Ltd.", payable at any scheduled Bank at Delhi will only be acceptable. Earnest Money is to be paid by each tenderer to ensure the tenderer does not refuse to execute the Job/ services after it is awarded to him.

- 2) EMD of the tenderer will be forfeited if:
  - a) After opening of the tender the tenderer revokes his tender within the validity period or increase his earlier quoted rates.
  - b) The tenderer does not commence the Job/ services within the period as per LOI/ Contract.
- 3) EMD given by all unsuccessful tenderes shall be refunded normally within 15 days of acceptance of award of work by the successful tenderer.
- 4) EMD shall not carry any interest.
- 25) **SECURITY DEPOSIT:**
  - a) The security deposit shall be collected from the successful tenderer. The rate of Security Deposit will be as below :
 

**Upto Rs. 10 lakhs : 10% of work order value**  
**Above Rs. 10 lakhs & upto Rs. 50 lakhs: Rs. 1 Lakh + 7.5 % of the amount exceeding 10 lakhs**  
**Above Rs . 50 lakhs: Rs 4 lakhs + 5% of amount exceeding Rs 50 lakhs**

The security deposit should be collected before start of work by the contractor.
  - b) Security deposit may be furnished in any one of the following forms:
    - i) Cash ( as permissible under the Income Tax Act)
    - ii) Pay order / demand draft in favour of BHEL.
    - iii) Local cheques of schedule banks, subject to realization.
    - iv) Securities available from Post Offices such as National Saving Certificates, Kisan Vikas Patras etc. (Certificate should be held in the name of the contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
    - v) Bank Guarantee from Schedule 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 Schedule Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
    - 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 balance 50% may be recovered from the running bills.
    - viii) EMD of the successful bidder shall be converted & adjusted against the security deposit.
    - ix) The Security Deposit shall not carry any interest.  
 (Acceptance of Security Deposit against Sl.No.(iv) & (vi) above will be subject to hypothecation or endorsement on the documents in 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).
  - c) The security deposit will be released only after successful completion of the contract.
  - d) Failure to pay the security deposit shall be treated as failure to discharge the duties under the contract and shall result in cancellation of the contract and the contractor shall be liable to compensate BHEL for any losses incurred by BHEL. BHEL reserves the right to appropriate any part / whole of the amount of the security deposit without prejudice to other claims against the contractor for losses suffered by BHEL due to failures on the part of the contractor, due to termination of contract or contractor becoming disqualified because of liquidation / insolvency. The decision of BHEL in respect of such losses, damages, charges, expenses or costs, shall be final and binding to the contractor.
- 26) **TERMINATION OF CONTRACT ON DEATH:** Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the accepting officer shall have the option of terminating the contract without compensation to the contractor's authorized survivors.
- 27) **RECOVERY FROM CONTRACTOR:** Whenever under the contract, any sum of money shall be recoverable from or payable by the contractor, the same may be deducted from any sum then due or which at any time thereafter may become due to the contractor under the contract or under any other contract with BHEL or from his security deposit, or the contractor shall pay the claim on demand without any terms & conditions.
- 28) **POST TECHNICAL AUDIT OF WORK AND BILLS:** BHEL reserves the right to carry out a post payment audit and technical examination of the work and final bill including all supporting vouchers, abstracts etc. and to enforce recovery of any sums becoming due as a result thereof in the manner provided into the proceeding sub-paragraph provided however, that no such recovery shall be enforced after three years of passing the final bill.

- 29) **ARBITRATION / CONCILIATION:** In the event of any dispute arising between the parties hereafter referred as BHEL and Contractor in respect of or connected with this contract, General & Special terms & conditions of tender, then the same shall be referred to Arbitration and Arbitrator will be nominated by the Head of Administration of BHEL Corp. Office, New Delhi, whose decision shall be final and binding on both the parties. However, any differences or doubt pertaining to meaning/ interpretation of any phrase word used in terms or in the schedule of services, their nature and manner of rendering of such services shall be the excepted matter and be referred to the Head of Administration of BHEL Corp. Office, New Delhi, whose decision shall be the final and binding. The provisions of Arbitration and Conciliation Act, 1996 or any statutory modification and re-enactment thereof will apply to such arbitration provided however, in all matters the venue of proceedings will be Delhi and only Delhi or appropriate Courts will have jurisdiction over the same.
- 30) **RISK CLAUSE:** BHEL reserves the right to terminate the contract due to any failure on the part of the Contractor 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 Contractor shall be final and binding on the Contractor. In the event of any failure on the part of the Contractor, BHEL shall have the right without any prejudice to get the work done through any other alternate agency at the risk and cost of Contractor. The additional cost including loss, if any incurred by BHEL will be recovered from the Contractor. If there is any stoppage of service in any area of the Transit Flat operation due to either non supply of or poor quality of the food items, BHEL can also take necessary action including termination of the contract after giving one month notice in writing to the Contractor.
- 31) If any information/documents submitted by the contractor are found false/fake at any stage, the tender will be cancelled and earnest money deposited shall be forfeited

**D. SPECIAL TERMS & CONDITIONS:**

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



- 11) The work supervisor shall be equipped with cell phone facility for effective coordination with BHEL.
- 12) The Contractor shall visit the work premises of the Company covered under this Agreement twice a week minimum during the working hours and meet the company Representative as a matter of routine for maintaining regular contacts and ensuring effective coordination on all related issues of these Agreements.
- 13) The contractor will maintain an instruction book at Transit Flats, serially numbered on each page, so that our visiting officers can issue instructions regarding the quality of the services to the Contractor. The Contractor or the contractor representative will sign in the instruction book in token of receipt of and understanding of such instructions. Action taken on the instructions by the contractor or the contractor's representative shall be intimated to Engineer-in-Charge or his authorized representative and their comment be recorded in the instruction book.
- 14) Successful contractor shall have to execute Contract Agreement on a non Judicial Stamp Paper of 100/- at Noida.
- 15) **IDENTITY CARD:** The Contractor shall ensure that the work force/supervisor engaged by him must wear & display the Identity Cards prominently on their uniform during their duty period (as the same duly endorsed by the Company). Each work force shall also wear his name badge (to be issued by the contractor) while on duty. All the personnel so deployed will follow strictly the security regulations of the BHEL, in vogue from time to time.
- 16) **CHARACTER VERIFICATION AND ANTECEDENCE:** The contractor should get the character / antecedence of each and every workmen deployed by them at the job premises, verified by the Police Authorities before engaging and deploying them in our premises. In case the contractor desires to change the manpower deployed by him, due to any reason, the new incumbent should be deployed with the clearance of Engineer-in-Charge.
- 17) **PROVIDENT FUND:** The successful bidder shall obtain Provident Fund (PF) Number from the concerned authorities on award of work and shall strictly comply with the provision of Employees Provident Funds Act. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the deposit of provident fund made to RPFC for the preceding month(s) with detailed calculation sheet of all the work force deployed at BHEL premises and other than BHEL premises which will be used only for tallying /verification that proper PF deposit has been made. Contractor shall also submit the copy of detailed yearly return submitted to RPFC of PF deposit for the period of March to February in first week of April month.
- 18) **ESI:** The contractor shall strictly comply with the provision of Employees State Insurance Act. Contractor shall issue **Latest digital ESI card** to all the work force immediately after taking in to their employment. No workforce shall be deployed without the issuance of ESI Card under the contract. The contractor shall deposit Employees and Employer Contributions in the designated account with the designated authority every month. The contractor shall furnish along with each running bill, the challan/receipt for the payment towards ESI for the preceding month(s) with detailed calculation sheet of all the work force deployed at BHEL premises and other than BHEL premises which will be used only for tallying /verification that proper ESI deposit has been made. Contractor shall also submit the copy of detailed half yearly return submitted to ESI for deposit of ESI for the period of April to September in 01st week of month of November & for the period of October to March in 1st week of month of May.
- 19) **LEAVE / HOLIDAYS:** For every workmen deployed in our premises, the contractor will give one day's weekly off for every six continuous working days, the Contractor's workforce shall be entitled for leave in each calendar year viz., (i) Privilege Leave for 15 days; (ii) Sickness or Casual Leave for 12 days which shall not be accumulated; (iii) Further, as a special case, in a calendar year, each person shall also be allowed 3 days "Exigency Leave" which shall not be accumulated. Contractor may incorporate the cost of 30 days leave accrued in 12 month and reimburse to his worker for no availed period.
- 20) **BONUS :** The contractor shall strictly comply with the provision of Bonus Act. The contractor shall ensure payment of Bonus @ 8.33% on Rs 3500/- (as per Payment on Bonus Act 1965) to their workforce during the contract period of two years.
- 21) **WAGES :** All payments to the contractor's workforce shall be as per the terms of contract and as per details enumerated in **Annexure –F2** which shall be made **through direct credit in the bank accounts** of its workforce. The payment must be credited in the account by the 7th of each English month. Any delay on his account shall be subjected to penalty or termination of contract. No other mode of payments will be accepted. The payment of wages to the work force, under the contract, will not be related to the monthly bill payments and the payment of wages to the work force would strictly be followed as mentioned above.
- 22) **UNIFORM / LIVERIES:** (i) The contractor shall ensure that while on duty, his workforce put proper uniforms in distinctive color code and in neat and clean conditions issued to them by the contractor; (ii) The

contractor will issue uniforms as agreed upon. In case the Contractor's work force do not report for duty in proper uniforms as above then as a special case security will permit on request of contractor and same shall not occur more than thrice in a month. In case of re-occurrence of the same contractor will be levied penalty of 50/- per case and same shall be deducted by the Company from the monthly bill payable to the contractor.

- 23) The Company shall have no direct responsibility / liability in respect of the workforce engaged by the Contractor under this Agreement.
- 24) **SAFETY PRECAUTIONS:** (i) All safety equipment as required for this contract are to be positioned by the contractor & used as per requirement. (ii) Any casualty or damage caused to the property or person by any untoward incidents while executing this contract will be at the contractors risk & cost.
- 25) **HEALTH, SAFETY AND ENVIRONMENT (HSE) MANAGEMENT:** In addition to the safety practices to be followed, the contractor shall establish document and maintain an effective Health, Safety and Environment (HSE) management system. The contractor shall arrange First Aid Box at Transit Flats at a suitable location for all the time during the contract period.

#### **E. CONTRACTOR'S OBLIGATION:**

- 1) Contractor shall supervise the Job/ services allotted to him and to be carried out by his workforce.
- 2) Contractor to ensure that the workforce deployed in the premises of BHEL are physically and mentally fit and do not have any criminal record. Such employees should possess requisite skill, proficiency, qualification, experience etc.
- 3) The workforce deployed by the contractor shall be hail and healthy and should not be suffering from any communicable diseases.
- 4) Contractor to accept full and exclusive liability for the consolidated wages, VDA, Allowances, PF, ESI, Bonus, **two set of uniforms annually (consisting of shirt, pant, black belt, shoe and socks etc.)** for the workforce deployed by the contractor and other obligation referred under the law now and thereafter imposed by the Government / Local Bodies.
- 5) BHEL will have no liability whatsoever concerning the persons deployed by the contractor for the purpose. The contractor shall keep the Company indemnified against all losses or damages or liability arising out of or imposed in the course of employment of persons by the contractor.
- 6) Statutory requirement both local authority / State Govt. / Central Govt. shall be responsibility of the contractor.
- 7) The contractor will be solely responsible for any unlawful act of their workforce while on duty. In case of theft or loss of Company's property take place due to the negligence or carelessness of workforce, the contractor will be responsible and shall make good of the same.
- 8) The Contractor shall duly comply with all acts, laws, or other statutory rules, regulations, bye-laws applicable or which might be applicable to with regard to the performance of the job / services included herein or concerning this Agreement but not limited to Minimum Wages Act- 1948, Contract Labour (Regulation & Abolition) Act, 1970, Industrial Dispute Act, 1947, Workmen's Compensation Act 1923, Employees' State Insurance Act 1948 (to the extent as may be applicable, if any), Employees' Provident Fund and Misc. Provisions Act, 1952 and the amendments made thereafter to these Acts / Laws and from time to time take such steps as may be deemed necessary in this regard. The Contractor shall keep the Company Indemnified against all penalties, claims and liabilities of every kind under or for any violation of such acts, laws or regulations etc. by him or his workers.
- 9) In case, while on duty and during the course of engagement in work premises of the Company under this Agreement, if any of the Contractor's workforce meet (s) with any injury / indisposition due to accident or other natural calamities, the Contractor shall ensure that immediate and adequate medical aid viz., first - aid and subsequent treatment facilities are provided to the person(s) concerned free of cost without fail. In addition, the Contractor shall also be liable for meeting with statutory liabilities like ESI etc. in respect to his workers.
- 10) The Contractor shall be fully responsible for the timely payment of consolidated wages, VDA, Allowances, Bonus or any other benefits payable under the aforesaid Acts, Laws and regulations to the workforce engaged by him at the work premises of the Company. Contractor shall also be fully responsible for timely deposit of PF and ESI with the appropriate authority including submission of return of PF & ESI and issue of PF slip issued by the PF Authority. The Company shall not be responsible for these payments or any other liability on this account. The Contractor shall also indemnify and compensate the Company for any liability incurred by the Company, if any, including costs incurred thereon. In that event the nominated officer of the Company shall be entitled to recover the amount so paid, from the contractor, including forfeiture of the Security Deposit; and, if the sum so payable and / the Security

Deposit is less than the Company's claim, it shall be lawful for the Company to recover the balance amount as a debt from the Contractor.

- 11) The Contractor shall indemnify and compensate the Company, if the Company as Principal Employer under the Contract Labour (Regulation and Abolition) Act, 1970 becomes liable to assume any liability towards the workforce engaged by the contractor. In that event, the provisions relating to recover as provided in relevant clauses of the said Act shall be applicable in toto.
- 12) The Contractor shall be held responsible for any damage / loss to the work premises /or the properties of the Company (i.e. missing or broken fittings, equipments, furniture etc. and loss of such things from the Transit Flats) caused due to the negligence of his work force and shall have to replace the same at his own cost. The decision of the officer nominated in this regard by the Company for fact finding shall be final and binding on the Contractor.
- 13) The contractor shall hand over a copy of all legal and statutory documents and records to BHEL for fulfilling any future requirement with the statutory authority.
- 14) The contractor shall abide by all the rules / regulations / status imposed by the Govt. or other concerned authorities. The contractor will be responsible for workmen's compensation & other requirements of local Municipalities / Govt. or any other law regulating bodies
- 15) Contractor to maintain appropriate records of his employees deployed to carry out the job (s).
- 16) Contractor to provide employment card / identity card with photograph duly verified and attested by the contractor to his employees. Contractor to indicate the name of the proprietary / partnership firm / company, place of work, contract number and duration of validity of card.
- 17) Contractor to get all his employees insured against all type of risks at his own cost.
- 18) Contractor to ensure that all precautions are taken for safety of his employees and equipments.
- 19) In the event of termination of contract for any reason whatsoever, the contractor shall withdraw all his employees from the establishment of BHEL. In case contractor decides to terminate services of his employees, he should settle all terminal dues including retrenchment compensation.
- 20) Contractor shall comply with all statutory requirements, rules, regulations, notifications in relation to employment of his employees issued from time to time by the concerned authorities.
- 21) Contractor shall ensure payment of BHEL wages as applicable from time to time in the presence of authorized representative of BHEL and maintain proper records of their timely disbursement. These records need to be preserved for a period of at least 3 years and should be made available even after the contract is over for any verification by the statutory authorities / BHEL authorities.
- 22) In case the contractor fails to make payment of wages to his employees or remittance of contribution to the concerned authorities, the security deposit / other dues / running bills under the contract can be utilized by BHEL to discharge the liability of the contractor.

**(Omender Singh)**  
Engineer (HR-TAX)  
On behalf of "BHEL"

## UN- PRICE BID

**Name of Job/ services** : Contract of House Keeping and Catering services for Transit Flats in BHEL Township, Sector-17, Noida.  
**NIT No.** : 14:AA:NOI:ADMN.:TF:112:2014-15 Dated: 31.12.2014  
**Period of Contract** : Two Years from the date of placement of order.

Sl. No.	Description of Item	Lump sum Rate Per Month including all taxes in words (Rs)	Lump sum Rate Per Month including all taxes in figure(Rs)
1.	Providing tea bags / coffee sachets / Milk sachets / sugar sachets / Sugar free sachets for 04 cups of tea or coffee per day in all the occupied rooms as mentioned in scope of Job/ Services (Annexure-F1).	XXXXXXXXXX	XXXXXXXXXX
2.	Providing two soaps, two shampoo sachets, tooth brush, toothpaste, comb, shaving cream, shaving razor, coconut oil, etc of good quality and quantity required for two people at the time of arrival as mentioned in scope of Job/ Services (Annexure-F1).	XXXXXXXXXX	XXXXXXXXXX
3.	Providing Linen in all occupied rooms and crockery in Dining hall as and when required as mentioned in scope of Job/ Services (Annexure-F1).	XXXXXXXXXX	XXXXXXXXXX
4.	Providing Housekeeping materials mentioned in scope of Job/ Services (Annexure-F1).	XXXXXXXXXX	XXXXXXXXXX
5.	<b>Total per month including all taxes (Rs)</b>		XXXXXXXXXX
<b>A</b>	<b>Gross Total for two years (24 months ) including all taxes (Rs)</b>		XXXXXXXXXX

Sl. No.	Description of Item/ services	Lump sum Rate Per Month including all taxes but excluding Service Tax in figure(Rs)	Service Tax		Lump sum Rate Per Month including all taxes in words (Rs)	Lump sum Rate Per Month including all taxes in figure(Rs)
			Rate @	Amount in Figure (Rs)		
6.	Providing laundry services like washing of bed sheets, bed covers, pillow covers, blanket covers & towels in all the occupied rooms on daily basis as per the scope of Job/ services (Annexure-F1).	XXXXXXXXXX	XX	XXXXXXX	XXXXXXXXXX	XXXXXXXXXX
7	<b>Total per month including Service Tax (Rs)</b>					XXXXXXXXXX
<b>B</b>	<b>Gross Total for two years (24 months ) including Service Tax (Rs)</b>					XXXXXXXXXX

(Signature & seal of the contractor)

Sl. No.	Description of Item		Lump sum Rate Per Month in words (Rs)	Lump sum Rate Per Month in figure(Rs)	
8.	Cost for deployment of at least 19 nos. of contract labours as per Annexure-F2 including <b>service charges &amp; insurance cover</b> to execute high standard of housekeeping & catering services in Transit Flats as per the scope of Job/ Services enclosed at annexure-F1. The contractor will make the payment to the contract labours at the rate of BHEL wages as mentioned in Annexure-F2. The rates must be inclusive of all taxes but excluding Service Tax.		XXXXXXXXXX	XXXXXXXXXX	
9.	<b>Total (Rs)</b>			XXXXXXXXXX	
10 (a)	In case, as per the current status the Party (service provider) is an Individual, HUF, or partnership firm including AOP	Service Tax (on .....% of total amount of Sl. No.2) to be payable by party (.....% ) (Rs)	XXXXXXXXXX		
10 (b)		Service Tax (on.....% of total amount of Sl. No.2) to be payable by BHEL (.....% ) (Rs)	XXXXXXXXXX		
11	In case as per the current status the party is a Private or Public limited Company	Service Tax (on .....% of total amount of Sl. No.2) to be payable by party (.....% ) (Rs)	XXXXXXXXXX		
12 (a)	Total amount inclusive of Service Tax	In case of Individual, HUF, or partnership firm including AOP (Total of 2 + 3a + 3b) (Rs)	XXXXXXXXXX		
12 (b)		In case of Private or public limited Company (Total of 2 + 4) (Rs)	XXXXXXXXXX		
<b>C</b>	<b>Gross Total for two years (24 months ) including Service Tax 5(a) or 5(b) (Rs)</b>			XXXXXXXXXX	
<b>Sl. No.</b>	<b>Description of Item/ services</b>	<b>Lump sum Rate Per Month including all taxes but excluding Service Tax in figure(Rs)</b>	<b>Service Tax</b>		<b>Lump sum Rate Per Month including Service Tax in words (Rs)</b>
			<b>Rate @</b>	<b>Amount in Figure (Rs)</b>	
13.	Approx. monthly charges for catering services to official guests based on the rates fixed by BHEL as given in the scope of services. To evaluate the catering charges, about 500 nos. of breakfast @ Rs 40.00, 600 nos. of lunch & dinners @ Rs 60.00 in a month and about 650 nos. of special lunch/dinner/ conferences @ Rs 225.00 in a year have been taken. It is for tender evaluation purpose only.	85,337.54	XXXX	XXXXXXXXXX	XXXXXXXXXX
14	<b>Total per month including Service Tax (Rs)</b>				XXXXXXXXXX
<b>D</b>	<b>Gross Total for two years (24 months ) including Service Tax (Rs)</b>				XXXXXXXXXX
(Signature & seal of the contractor)					

Sl. No.	Description of Item/ services	Amount (in Rs)
15	A	XXXXXXXXXX
16	B	XXXXXXXXXX
17	C	XXXXXXXXXX
18	D	XXXXXXXXXX
E	Total amount A+B+C+D (in Rs)	XXXXXXXXXX
Gross Total (E) for two years including service tax for 24 months in words: Rupees XXXXXXXX XX		

**Note :**

1. The composite monthly rate must be quoted in above format against Sl.No. A & B only for the complete scope of Job/ Services for 47 rooms as enclosed at annexure-F1. However the rate for catering services mentioned against Sl. No. D is fixed and the same is not to be included in above rates against Sl. No. A & B.
2. The rate against Sl.No.-1 should be quoted for 100% occupancy of rooms (100% occupancy means all the 47 rooms are occupied once in a day for 30 days in a month i.e. total no of occupancy as 1410 (47X30). However the actual payment for the material part (Sl.No.-1) will be made on the basis of actual occupancy of rooms in a given month. On an average the occupancy of rooms is 85% to 100% in a month.
3. The rate against Sl. No.-2 should be quoted for nos. of kit containing the said items valid for three days for 100% occupancy given to Guests. However the actual payment for the material part (Sl.No.-2) will be made on the basis of persons arriving and a kit will be valid for three days, after three days it may be provided on demand. One such kit will be given to per person only at a time.
4. The rate against Sl.No.-3 should be quoted for full quantity of items of Linen and Crockery as mentioned in Annexure-F1. However the actual payment for the material will be on monthly basis.
5. The rate against Sl. No.- 8 should be quoted for deployment of at least 19 nos. of labours. However the actual payment against item no.-8 will be made on the basis of actual attendance of the workforce in the given month excluding the entitled leaves subject to maximum up to the quoted rate in case the wages are not revised.
6. Payment against Sl.No. 13 will be made on the basis of actual consumption of breakfast, lunch, dinner, special lunch, dinner and miscellaneous items for Official guest and Conferences.
7. The quoted rate for material part will be firmed for the contract period or extended period, if any. However quoted rate in labour part may vary in due course of time due to wage revision or revision in statutory levy applicable on wage rate or by increase in VDA.
8. For quoting the rate of labour part against Sl.No.-8 the party will add service charges & premium of insurance on the wages as enclosed at annexure-F2

(Signature & seal of the contractor)

**DETAILED SCOPE OF JOB/ SERVICES:**

**1. AT THE RECEPTION:**

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

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

**2.1 Details of areas for housekeeping:**

Number of rooms	:	47 Rooms (All AC)(area of each room = 36.96 sq. meter) Including attached bathroom & store room GF (11 nos.) FF (12 nos.) SF (12 nos.) TF (12 nos.)
Number of beds	:	101 Beds.
Reception	:	01 No. (area = 36.96 Sq. meter)
Dinning halls	:	2 Nos Dining hall (GF & FF) (area of each = 104.75 sq meter)
Kitchen	:	One (area = 33.13 sq meter approx.)
Corridor	:	One (300 m x 3m)
Common Toilet	:	One (area = 17.84 sq. meter approx.)

- 2.2 The contractor shall maintain high standards of cleanliness and hygiene in complete area of the Transit flats. The material to be consumed in housed keeping services are detailed below:-

Sl. No.	Item
1	All Out (Machine with Refill of 45ml)
2	Toilet Paper Roll (pkt of 6nos. of 253 pulls each)
3	Odonil (75 gm)
4	Hit kala (625ml/ 385gm)
5	Dettol Hand Wash (225ml)
6	Harpick cube
7	Nepkin pkt
8	Tee-Pol (10lt)
9	Harpick (500ml)
10	lysol
11	Seenk jhadu
12	Fool jhadu
13	Duster
14	Poocha
15	Colin Spray (500ml)
16	Nali pump
17	wiper
18	Floor Brush
19	Toilet Brush
20	Iron Juna
21	Plastic Juna
22	Surf
23	Vimbar (500g)
24	Vimpowder
25	Napthalin balls
26	Room freshner (Air wick) (300ml)
27	Any other necessary items not mentioned above.

- 2.3 The Contractor shall make beds and clean all rooms daily. All rooms are to be cleaned with high quality of disinfectants. Ceiling fans, windows, glasses, furniture & all the appliances like AC, TV, refrigerator, geyser, blower etc. are to be cleaned regularly. All the necessary housekeeping materials will be arranged by the contractor.
- 2.4 The Contractor will provide, maintain, and refill Hand Wash / sanitizer in all the Toilets of all Rooms & Dining Hall's Toilets.
- 2.5 Cleaning, sweeping, mopping with disinfectant stair cases, reception, dining hall, kitchen, corridors, ceilings and office rooms, on daily basis or as per requirement/ direction.
- 2.6 Spraying room fresheners in all rooms on twice a day basis or as per requirement/ direction.
- 2.7 Weekly dusting of entire area including windows/ windowpanes/ doors etc.
- 2.8 Vacuum cleaning of all carpets and upholstered furniture once in a day or as per requirement/ direction.
- 2.9 Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, door mats, firefighting equipment, phones, doors, windows, furniture, window glasses, grills, curtains etc
- 2.10 Room fresheners, air fresheners, deodorants, toilet paper rolls etc of good quality are to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 2.11 All the linen must be always neat & clean. The blankets, curtains, table covers & furniture upholstery should be washed at least once in three months.
- 2.12 The Utensils used & required for cooking food will be provided by BHEL and remain the property of BHEL.
- 2.13 The contractor shall Provide and change Bed sheets, bed covers, blanket covers, pillow covers, towels etc. with the washed items every day during the stay of guests. The contractor shall provide the full quantity of linen and crockery as mentioned below. The complete linen items will be changed after six months and the



crockery items will be changed after two years if contract extends. However, free replacement of Linen and replacement of crockery due to breakage or whatsoever reason should be the responsibility of the contractor. The decision of BHEL in respect of defining the item needs replacement or not shall be final and binding to the contractor. The contractor has to maintain the quantity of each item as given below after the replacement. The quantity and specification of linen is detailed below:-

Sl. No.	Items	Qty in Nos.	Remarks
1	Bath Towel (White, size- 75 X 150 cm, Thread Count = 144, make- Bombay Dyeing (Tulip Brand) {four set of 96 nos.}	384	This item will completely replaced after six month
2	Hand Towel (White, size- 40 X 60 cm, Thread Count = 144, make- Bombay Dyeing (Tulip Brand) {four set of 30 nos.}	120	This item will completely replaced after six month
3	Bed Cover Single size - 150X 229 with pillow cover, make - Bombay Dyeing (Satin Fantasy brand) {four set of 22 nos.}	200	This item will completely replaced after six month
4	Bed Sheet Double size- 224 X 244 cm with two pillow cover size- 46 X 69 cm (White, , make- Bombay Dyeing (Flora brand) {four set of 22 nos.}	88	This item will completely replaced after six month
5	Bed Sheet Single size- 150 X 229 cm with pillow cover (White, , make- Bombay Dyeing (Flora brand) {four set of 50 nos.}	200	This item will completely replaced after six month
6	Bed Cover Double size - 229X 254 with two pillow covers size- 46 X 69 cm, make- Bombay Dyeing (Satin Fantasy brand) {four set of 22 nos.}	88	This item will completely replaced after six month
7	Cup & Saucer with gold lining, material- bone china, make- Laopala/ Sheshell {two set of 94 nos.}	188	This item will completely replaced after two years
8	Full Plate, Diameter - 27.5 cm, material- bone china, make- Laopala/ Sheshell {two set of 60 nos.}	120	This item will completely replaced after two years
9	Borosil Drinking Glass (Large), capacity-350ml, it can withstand temperature upto 300° C, cylindrical in shape, non-porous glass, will not absorb stains or colours. {two set of 94 nos.}	188	This item will completely replaced after two years
10	Soup Bowl with spoon, Material- bone china, Diameter - 12.5 cm, make- Laopala/ Sheshell {two set of 30 nos.}	60	This item will completely replaced after years
11	Quarter plate, Diameter- 19.5 cm, Material- bone china, make- Laopala/ Sheshell {two set of 60 nos.}	120	This item will completely replaced after two years

- 2.14 The Contractor shall provide **two nos. of soaps ( Lifebuoy/Dettol or Hotel brand), two nos. of shampoo sachets (Clinic Plus/ Pantene or Head& Shoulders brand), tooth brush (Colgate/ Pepsodent or Oral-B brand), toothpaste (Colgate/ Pepsodent or Babool brand), comb, shaving cream ( VI-John/ Gillette or Dettol brand), shaving razor (disposal make Gillette Presto), two nos. of coconut oil sachets ( Parachute/Vatika brand) of good quality** in all the occupied rooms. The contractor has to make a kit consisting of above mentioned items. This kit has to be given one at the time of arrival of guest and kit will be valid for three days, after three days it may be provided on demand. Accordingly payment for this kit will be done on actual nos. of usages which means no. of guest arrived during that particular month plus nos. of kit provided on demand.
- 2.15 The contractor shall provide **Liquid mosquitoes destroyer machine (of All-out or Good Night brand only) in all the rooms with regular re-filling of liquid.**
- 2.16 The contractor will ensure the proper functioning of all the electrical appliances like refrigerator, TV with remote, room heater/ blower, bath room geyser, wall clock & tea kettle etc. If any appliance in any room is not working the contractor will inform the Estate office immediately.

- 2.17 The Contractor's men shall take care of the wall calendars, clocks, etc provided in the Transit flats and other places, including changing of batteries of clocks & remotes of AC & TV as and when required. The batteries for clocks & remotes of AC & TVs shall be provided by the contractor.
- 2.18 The contractor shall check the bed sheets, blanket, towel, soap, water, functioning of TV, Refrigerators, ACs, Geysers and all the Bath Rooms fittings, bulbs etc. on daily basis and report to Estate Office.
- 2.19 Coordination with the dish cable connection provider for trouble free services. The monthly payment of cable connection in all the TVs will be paid directly by BHEL.
- 2.20 The contractor will provide room service for tea/ coffee, foods etc as per the requirement of guest.
- 2.21 The contractor shall provide waiters for serving food in the dining hall and rooms.
- 2.22 The contractor shall ensure that sufficient manpower is deployed so as to maintain high standard of housekeeping.
- 2.23 All the items supplied by the company at its expense for the purpose of running the Transit Flats will be company's property for all purposes.
- 2.24 The losses due to breakage / theft / damage or loss of any such materials / equipment / fixtures / furniture or damage due to poor handling shall be recovered from the Contractor at full cost. In regards to natural wear and tear of any such item, the decision of the company shall be final and binding on the Contractor.
- 2.25 The contractor may visit the Transit flat before quoting their offer.

### **3. LAUNDRY SERVICES:**

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

### **4. GENERAL ADMINISTRATION:**

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

## 5. **CATERING:**

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

Sl.No	Description of Items in New Menu	Rate
1.	Tea	Rs 7/- per cup (excluding service tax)
2.	Coffee	Rs 8/- per cup (excluding service tax)
3.	<b><u>BREAKFAST</u></b> (A) 1) Cornflakes with Milk/ Dalia/ Oat meal 2) Puri (4 Nos) & Alu Sabji with Achar/ Poha with chatni OR (B) 1) Cornflakes with milk / Dalia/ Oat meal 2) Plain Paranthas (2 Nos) & Alu Sabji 3) Achar + Curd OR (C) 1) 01 Iddly + 01 Vada / Uttapam (02 nos.) and Massala Dosa with chutney and Samber OR (D) 1) Chole Bhathura (02 nos.) and Achar, Dalia. OR (E) 1) Alu paratha (02 nos.) with curd & Achar <b><u>Note :</u></b> 1) 4 Slices of Bread with 25 grm. of butter and 02 cutlets or 2 Eggs omelette and Jam to be supplied on all days as an alternative of menu at A,B,C.D& E above. 2) Tea or coffee (as per requirement of guests) with breakfast to be supplied on all days. 3) Based on past experience, nos. of total breakfast including for official guests varies between 1300 to 1600 per month.	Rs 40/- (excluding service tax)
4.	<b><u>LUNCH / DINNER</u></b> 1) Roti – Tawa 2) Rice or Jeera Rice ( Good quality of Basmati Rice will be used) 3) Yellow Dal/ Dal Makhani (alternatively) 4) Vegetable with gravy / Paneer Veg 5) Seasonal Veg. - Dry 6) Curd 7) Achar + Papad + Salad 8) Sweet – Dish (one) 9) Mouth Freshener (Sounf + Misri) <b><u>Note:</u></b> Based on past experience, total nos. of Lunch + Dinner including the meals for official guests varies between 1800 to 2000 per month.	Rs 60/- (excluding service tax)  <b>Menu should be different on each day</b>
5.	<b><u>Miscellaneous</u></b> 1) Drinks i) Cold Drink (200ml) –Rs 10.00 ii) Branded Water bottle (250 ml)- Rs 8.00 iii) Fruit Juice (160ml) (Tetrapack) – Rs 12.00 2) Snacks i) Paneer Pakodas (2 pcs)- Rs 15.00 ii) Assorted Pakodas (6 pcs) – Rs 20.00	Rates excluding service tax are mentioned along with the items.

	3) Sweets – Rs 20.00 (per pc) 4) Chips - Rs 5.00 5) Veg Sandwich (4 slice) – Rs 15.00	
6.	<p><b><u>Special Lunch / Dinner</u></b></p> <p><b>Starter :-</b></p> <ol style="list-style-type: none"> <li>1) Sprout with fruits</li> <li>2) Mix Veg. Pakoda</li> <li>3) French Fries / Moong Dal Pakoda / Wafers etc.</li> <li>4) <i>Fruit juice/ Soup</i></li> </ol> <p><b>Menu for Lunch/Dinner :-</b></p> <p>Rice &amp; Roti ( Good quality of Basmati Rice will be used)</p> <ol style="list-style-type: none"> <li>1) <i>Dal Makhani</i></li> <li>2) Paneer item - one</li> <li>3) Vegetable with gravy - one</li> <li>4) Non veg item - one</li> <li>5) Seasonal Dry Veg.</li> <li>6) <i>Baked Veg.</i></li> <li>7) Curd.</li> <li>8) Achar / Papad / Salad</li> <li>9) Sweet or ice-cream.</li> <li>10) Mouth freshener (Sounf + Misri)</li> </ol> <p><b>Note:-</b> Based on past experience, nos. of special Lunch/ Dinner varies between 10 to 12 occasions per year.</p>	Rs 225/- (excluding service tax)
7.	<p><b><u>LUNCH / TEA / COFFEE FOR CONFERENCE HALL</u></b></p> <ol style="list-style-type: none"> <li>A) Morning Tea/ cold drink with Biscuits (to be provided in the conference hall)</li> <li>B) Evening Tea with snacks (2 pieces) to be provided in the conference hall)</li> <li>C) Lunch Buffet system at Dining hall</li> </ol> <p><b>Menu will be as follows:</b></p> <ol style="list-style-type: none"> <li>1. Soup</li> <li>2. Rice (Good quality of Basmati Rice will be used)</li> <li>3. Roti</li> <li>4. Dal</li> <li>5. One paneer item</li> <li>6. One seasonal vegetable.</li> <li>7. One non-veg. Item</li> <li>8. Curd item</li> <li>9. Achar / papad / salad</li> <li>10. Sweet or cut fruit</li> <li>11. Mouth freshener.</li> </ol> <p><b>Note:-</b> Based on past experience, nos. of conferences varies between 15 to 17 occasions per year with minimum of 15nos. of participants.</p>	Rs 225/- (excluding service tax)

- 5.2 The menu of above items along with the rates must be displayed in all rooms on a laminated paper.
- 5.3 Raw material like refined oil, Atta, Masalas, Dals will have to be procured of excellent quality bearing Agmark / ISI mark.
- 5.4 The rice will have to be of good quality Basmati only.
- 5.5 Milk & milk products shall be used of **Mother Dairy or Amul brand only.**
- 5.6 **The contractor has to provide hot water cattle (Philips make for 1.5 cup) for all 47 rooms.**
- 5.7 **The contractor has to provide two new bread toaster (for four slice, Philips make) at the time of breakfast at the counter.**
- 5.8 **The contractor also has to provide a deep freezer of 400 liter storage capacity to store perishable food items.**
- 5.9 **The contractor has to provide the sufficient mineral drinking water in dinning hall, conferences and all 47 rooms. The water has to be as per relevant Indian standard (IS code- 10500).**
- 5.10 **Professional waiters & cooks** shall be deployed in dining hall / kitchen for service of food to the guests. The waiters & cook should be neat & clean duly shaved on daily basis, trimmed nails and dressed up with

proper uniform with their name plates and caps. They shall wear neat & clean hand gloves / apron during their duty.

- 5.11 Medical checkup of all the work men including cooks, waiters, cleaners etc. Shall be done in every three months from a reputed hospital and the medical certificates issued from the hospital shall be deposited in Estate office.
- 5.12 The connection for Gas Cylinder will be in the name of BHEL but filling of gas shall be the responsibility of contractor on its own cost.
- 5.13 BHEL representative will check & verify the quality of items being used & cleanliness on surveillances checking.
- 5.14 The contractor will collect the charges of breakfast, lunch, dinner, tea or coffee directly from the guests as per the rate fixed by BHEL against Sl.No. 1,2, 3 & 4 in the menu table above.
- 5.15 The charges for the food provided to company guests will be paid by BHEL to the contractor for which he will have to raise separate bill on monthly basis as per the rate fixed by BHEL.
- 5.16 The charges for the special lunch, dinner, tea / coffee (Sl.No. 4 & 5) will be reimbursed by BHEL to the contractor for which he will have to raise separate bill on monthly basis as per the rate fixed by BHEL.

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

**CONSOLIDATED WAGES AND OTHER ALLOWANCES AND STATUTORY PAYMENTS**  
**CONTRIBUTIONS - PER MONTH**

Sl. No.	COMPONENT	CATEGORY OF WORKERS			
		UNSKILLED (MW @ 8554)	SEMI SKILLED (MW @ 9438)	SKILLED (MW @ 10374)	SUPERVISOR (MW @ 10374)
1	CURRENT MONTHLY CONSOLIDATED WAGES	8554.00	9438.00	10374.00	10374.00
2	P. F. Contribution on S.No. 1				
(a)	CPF @ 12% on S.No.1	1026.48	1132.56	1244.88	1244.88
(b)	EDLI @ 0.50% on Sl. No.1	42.77	47.19	51.87	51.87
(c)	Admn. Charges (02) @ 1.10% on <b>Sl.No.1</b>	94.09	103.82	114.11	114.11
(d)	Admn. Charges (22) @ 0.01% on <b>Sl. No.1</b>	0.86	0.94	1.04	1.04
3	ESI @ 4.75% as employer contribution on <b>Sl.No.1</b>	406.32	448.31	492.77	492.77
4	Bonus @ 8.33% on Rs.3500/- of <b>Sl.No.1</b> (as per Payment of Bonus Act 1965)	291.55	291.55	N.A.	N.A.
5	Liveries LS @ Rs. 225/- P. M.	225.00	225.00	225.00	225.00
6	Leave Salary 2½ day P.M.	712.83	786.50	864.50	864.50
	<b>Total</b>	11353.90	12473.87	13368.17	13368.17
	Increase in wages given by BHEL	2000.00	2300.00	2500.00	2500.00
	Per month category wise wage	<b>13353.90</b>	<b>14773.87</b>	<b>15868.17</b>	<b>15868.17</b>
	Nos of Labours to be deployed	7	6	4	2

1	Increase of VDA by Govt. of Delhi/ NCR w.e.f. 28.03.2014 has been incorporated in the category wise wage calculation and any further increase of VDA will become the part of monthly consolidated wages
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2	TDS as applicable will be deducted from all the bills & TDS certificate will be issued to the Party.
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3	Calculation of PF, ESI , Bonus as per Bonus Act & Leave Salary will be based on the monthly consolidated wages inclusive of VDA.
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**BUSINESS RULES FOR REVERSE AUCTION**  
**GENERAL TERMS AND CONDITIONS OF REVERSE AUCTION**

Against this Enquiry for the subject work with detailed scope of work as per our enquiry specification, Estate Office, BHEL Township, Sector-17, Noida may resort to **“REVERSE AUCTION PROCEDURE” i.e.ON LINE BIDDING (THROUGH A SERVICE PROVIDER)**. The philosophy followed for reverse auction shall be English Reverse (No ties).

1. For the proposed Reverse Auction, technically and commercially acceptable bidders only shall be eligible to participate.
2. Those bidders who have given their acceptance for Reverse Auction (quoted against this tender enquiry) will have to necessarily submit ‘online sealed bid’ in the Reverse Auction. Non-submission of ‘online sealed bid’ by the bidder for any of the eligible items for which techno-commercially qualified, will be considered as tampering of the tender process and will invite auction by BHEL as per extant guidelines in vogue.
3. BHEL will engage the services of a service provider who will provide all necessary training and assistance before commencement of on line bidding on Internet.
4. In case of reverse auction, BHEL will inform the bidders the details of Service Provider to enable them to contact & get trained.
5. Business rules like event date, time, bid decrement, extension etc. also will be communicated through service provider for compliance.
6. Bidders have to fax the Compliance form (Annexure I) before start of Reverse Auction. Without this, the bidder will not be eligible to participate in the event.
7. In line with the NIT terms, BHEL will provide the calculation sheet (e.g., Price bid) which will help to arrive at “Total Cost to BHEL” like Packing & forwarding charges, Taxes and Duties, Freight charges, Insurance, Service Tax for Services and loading factors (for non-compliance to BHEL standard Commercial terms & conditions) for each of the bidder to enable them to fill-in the price and keep it ready for keying in during the Auction.
8. Reverse Auction will be conducted on schedule date & time.
9. At the end of Reverse Auction event, the lowest bidder value will be known on auction portal.
10. The lowest bidder has to fax/email the duly signed filled-in prescribed format for price breakup including that of line items, if required, (Annexure II) as provided on case-to-case basis to Service provider within two working days of Auction without fail.
11. In case BHEL decides not to go for Reverse Auction procedure for this tender enquiry, the price bids and price impacts, if any already submitted and available with BHEL shall be opened as per BHEL’s standard practice.
12. Bidders shall be required to read the “Terms and Conditions” section of the auctions site of Service provider, using the Login IDs and passwords given to them by the service provider before reverse auction event. Bidders should acquaint themselves of the ‘Business Rules of Reverse Auction’, which will be communicated before the Reverse Auction.
13. If the Bidder or any of his representatives are found to be involved in Price manipulation/ cartel formation of any kind, directly or indirectly by communicating with other bidders, action *as per extant BHEL guidelines*, shall be initiated by BHEL and the results of the RA scrapped, aborted.
14. The Bidder shall not divulge either his Bids or any other exclusive details of BHEL to any other party.
15. In case BHEL decides to go for reverse auction, the H1 bidder(s) (whose quote is highest in online sealed bid) may not be allowed to participate in further RA process.

**Annexure- I**

**Process Compliance Form**

(The bidders are required to print this on their company's letterhead, sign & stamp before faxing)

**To**

- M/s. {Service provider
- Postal address }

**Subject:** Agreement to the Process related Terms and Conditions for the Reverse Auction

Dear Sir,

This has reference to the Terms & Conditions for the Reverse Auction mentioned in the RFQ document for Contract of Housekeeping and Catering services for Transit flats in BHEL Township, Sec-17, NOIDA vide NIT No.:14: AA: NOI: ADMN: TF: 112: 2014-15 **Dated : 31/12/2014**

This letter is to confirm that:

- 1) The undersigned is authorized official/ representative of the company to participate in RA and to sign the related documents.
- 2) We have studied the Reverse Auction Terms & Conditions and the Business rules governing the Reverse Auction as mentioned in your letter and confirm our agreement to them.
- 3) We also confirm that we have taken the training on the auction tool and have understood the functionality of the same thoroughly.
- 4) We also confirm that, in case we become L1 bidder, we will email/ fax the price confirmation & break up of our quoted price (including that of line items) as per Annexure- II within two working days (of BHEL) after completion of RA event, besides sending the same by registered post/ courier both to M/s BHEL and M/s {Service Provider}.

We, hereby confirm that we will honor the Bids placed by us during the auction process.

With regards,

Signature with company seal

Name –

Company / Organization –

Designation within Company / Organization –

Address of Company / Organization –

- Sign this document and Fax it to M/s {Service provider} at (.....) prior to start of the Event.
- Attach a signed copy of the RFQ document along with the Agreement Form/ Process Compliance form and send to M/s. {Service provider}



**Annexure II**  
**RA Price Confirmation Breakup**

**To**

- M/s. {Service provider
- Postal address }

**CC:** M/s BHEL

**Subject:**Final price quoted during Reverse Auction, and price breakup.

Dear Sir,

We confirm that we have quoted Rs \*\*\*\*\* for the item covered under tender enquiry No.14: AA:  
NOI: ADMN: TF: 112: 2014-15 **Dated** : 31/12/2014.

Total price of the items covered under above cited enquiry is inclusive of all the taxes & duties including Service Tax.

The breakup of total amount is given in the Price Format enclosed.

Thanking you and looking forward to the valuable order from BHEL.

Yours sincerely,

For \_\_\_\_\_

**Name:**

**Company:**

**Date:**

**Seal:**

**DECLARATION**

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

**(Signature & seal of the contractor)**

Place:

Date:

**ESTATE OFFICE: BHEL TOWNSHIP: NOIDA**

NIT No.:14:AA:NOI:ADMN.:TF:112:2014-15

Dated: 31.12.2014

**No Deviation Certificate**

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

(Signature & seal of the contractor)

**TECHNICAL DETAILS**

<b>Rs. Lacs</b>			
<b>TURNOVER (F.Y.)</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>

<b>EXPERIENCE</b>	<b>No. of Work</b>	<b>Value</b>	<b>Customer's Name</b>

<b>SIMILAR WORKS</b>	<b>Nature of Works</b>	<b>No. of works</b>	<b>Value</b>	<b>Customer's Name</b>

<b>EPF Registration number</b>	
<b>ESI Registration number</b>	
<b>PAN Card No.</b>	
<b>Service Tax No.</b>	

<b>Income Tax Return (F.Y.)</b>	<b>2011-12</b>	<b>2012-13</b>	<b>2013-14</b>
<b>EMD Details</b>	<b>DD/ PO No.</b>	<b>Date</b>	<b>Amount</b>
<b>Details of manpower</b>			

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

**(Signature & seal of the contractor)**

**BIDDER'S DETAILS**

Name of the Contractor /Party/ Firm	
Name of Representative	
Postal Address	
Phone/ Landline Nos.	
Mobile Nos.	
Fax No.	
E-Mail Address	
Web Site Address ( If Any)	
Bank details for payment through NEFT/RTGS and for release of EMD*	Name of Bank: Branch: Account No.: IFSC No.: MICR No.:

**(Signature & seal of the contractor)**

**CHECK-LIST (TECHNICAL BID)**  
**SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER**

Sl. No.	Description of requirement	Yes/ No/NA	Page No.
1	EMD of Rs. 2,00,000/- in the form of Pay order or Demand Draft in favour of “Bharat Heavy Electricals Ltd” in a separate envelope.		
2	Details of work experience, satisfactory work performance certificates.		
3	Copies of the Balance sheet and Profit & Loss account statement of last three financial years i.e. FY 2011-12, 2012-13& 2013-14 duly certified by CA.		
4	acknowledgement of I-T return of last three financial years i.e. FY 2011-12, 2012-13& 2013-14		
5	Copy of the PAN card.		
6	Copy of ESI registration certificate		
7	Copy of Service Tax registration certificate		
8	Declaration enclosed at Annexure – F4		
9	No deviation certificate enclosed at Annexure – F5		
10	Technical details as per Annexure-F6		
11.	Bidder’s detail as per Annexure- F7		
12	All the pages of tender document have been signed		
13	Sealed envelope of price bid submitted.		

**(Signature & seal of the contractor)**

## PART 'B' – PRICE BID (SUBMIT SEPERATELY)

**Name of Job/ services** : Contract of House Keeping and Catering services for Transit Flats in BHEL Township, Sector-17, Noida.  
**NIT No.** : 14:AA:NOI:ADMN.:TF:112:2014-15 Dated: 31.12.2014  
**Period of Contract** : Two Years from the date of placement of order.

Sl. No.	Description of Item	Lump sum Rate Per Month including all taxes in words (Rs)	Lump sum Rate Per Month including all taxes in figure(Rs)
5.	Providing tea bags / coffee sachets / Milk sachets / sugar sachets / Sugar free sachets for 04 cups of tea or coffee per day in all the occupied rooms as mentioned in scope of Job/ Services (Annexure-F1).		
6.	Providing two soaps, two shampoo sachets, tooth brush, toothpaste, comb, shaving cream, shaving razor, coconut oil, etc of good quality and quantity required for two people at the time of arrival as mentioned in scope of Job/ Services (Annexure-F1).		
7.	Providing Linen in all occupied rooms and crockery in Dining hall as and when required as mentioned in scope of Job/ Services (Annexure-F1).		
8.	Providing Housekeeping materials mentioned in scope of Job/ Services (Annexure-F1).		
5.	<b>Total per month including all taxes (Rs)</b>		
A	<b>Gross Total for two years (24 months ) including all taxes (Rs)</b>		

Sl. No.	Description of Item/ services	Lump sum Rate Per Month including all taxes but excluding Service Tax in figure(Rs)	Service Tax		Lump sum Rate Per Month including all taxes in words (Rs)	Lump sum Rate Per Month including all taxes in figure(Rs)
			Rate @	Amount in Figure (Rs)		
6.	Providing laundry services like washing of bed sheets, bed covers, pillow covers, blanket covers & towels in all the occupied rooms on daily basis as per the scope of Job/ services (Annexure-F1).					
7	<b>Total per month including Service Tax (Rs)</b>					
B	<b>Gross Total for two years (24 months ) including Service Tax (Rs)</b>					

(Signature & seal of the contractor)

Sl. No.	Description of Item	Lump sum Rate Per Month in words (Rs)	Lump sum Rate Per Month in figure(Rs)		
8.	Cost for deployment of at least 19 nos. of contract labours as per Annexure-F2 including <b>service charges &amp; insurance cover</b> to execute high standard of housekeeping & catering services in Transit Flats as per the scope of Job/ Services enclosed at annexure-F1. The contractor will make the payment to the contract labours at the rate of BHEL wages as mentioned in Annexure-F2. The rates must be inclusive of all taxes but excluding Service Tax.				
9.	<b>Total (Rs)</b>				
10 (a)	In case, as per the current status the Party (service provider) is an Individual, HUF, or partnership firm including AOP	Service Tax (on .....% of total amount of Sl. No.2) to be payable by party (.....% ) (Rs)			
10 (b)		Service Tax (on.....% of total amount of Sl. No.2) to be payable by BHEL (.....% ) (Rs)			
11	In case as per the current status the party is a Private or Public limited Company	Service Tax (on .....% of total amount of Sl. No.2) to be payable by party (.....% ) (Rs)			
12 (a)	Total amount inclusive of Service Tax	In case of Individual, HUF, or partnership firm including AOP (Total of 2 + 3a + 3b) (Rs)			
12 (b)		In case of Private or public limited Company (Total of 2 + 4) (Rs)			
<b>C</b>	<b>Gross Total for two years (24 months ) including Service Tax 5(a) or 5(b) (Rs)</b>				
<b>Sl. No.</b>	<b>Description of Item/ services</b>	<b>Lump sum Rate Per Month including all taxes but excluding Service Tax in figure(Rs)</b>	<b>Service Tax</b> Rate @ Amount in Figure (Rs)	<b>Lump sum Rate Per Month including Service Tax in figure(Rs)</b>	<b>Lump sum Rate Per Month including Service Tax in words (Rs)</b>
13.	Approx. monthly charges for catering services to official guests based on the rates fixed by BHEL as given in the scope of services. To evaluate the catering charges, about 500 nos. of breakfast @ Rs 40.00, 600 nos. of lunch & dinners @ Rs 60.00 in a month and about 650 nos. of special lunch/dinner/ conferences @ Rs 225.00 in a year have been taken. It is for tender evaluation purpose only.	85,337.54			
14	<b>Total per month including Service Tax (Rs)</b>				
<b>D</b>	<b>Gross Total for two years (24 months ) including Service Tax (Rs)</b>				
<b>(Signature &amp; seal of the contractor)</b>					



Sl. No.	Description of Item/ services	Amount (in Rs)
15	A	
16	B	
17	C	
18	D	
E	<b>Total amount A+B+C+D (in Rs)</b>	
<b>Gross Total (E) for two years including service tax for 24 months in words: Rupees</b>		

**Note :**

9. The composite monthly rate must be quoted in above format against Sl.No. A & B only for the complete scope of Job/ Services for 47 rooms as enclosed at annexure-F1. However the rate for catering services mentioned against Sl. No. D is fixed and the same is not to be included in above rates against Sl. No. A & B.
10. The rate against Sl.No.-1 should be quoted for 100% occupancy of rooms (100% occupancy means all the 47 rooms are occupied once in a day for 30 days in a month i.e. total no of occupancy as 1410 (47X30). However the actual payment for the material part (Sl.No.-1) will be made on the basis of actual occupancy of rooms in a given month. On an average the occupancy of rooms is 85% to 100% in a month.
11. The rate against Sl. No.-2 should be quoted for nos. of kit containing the said items valid for three days for 100% occupancy given to Guests. However the actual payment for the material part (Sl.No.-2) will be made on the basis of persons arriving and a kit will be valid for three days, after three days it may be provided on demand. One such kit will be given to per person only at a time.
12. The rate against Sl.No.-3 should be quoted for full quantity of items of Linen and Crockery as mentioned in Annexure-F1. However the actual payment for the material will be on monthly basis.
13. The rate against Sl. No.- 8 should be quoted for deployment of at least 19 nos. of labours. However the actual payment against item no.-8 will be made on the basis of actual attendance of the workforce in the given month excluding the entitled leaves subject to maximum up to the quoted rate in case the wages are not revised.
14. Payment against Sl.No. 13 will be made on the basis of actual consumption of breakfast, lunch, dinner, special lunch, dinner and miscellaneous items for Official guest and Conferences.
15. The quoted rate for material part will be firmed for the contract period or extended period, if any. However quoted rate in labour part may vary in due course of time due to wage revision or revision in statutory levy applicable on wage rate or by increase in VDA.
16. For quoting the rate of labour part against Sl.No.-8 the party will add service charges & premium of insurance on the wages as enclosed at annexure-F2

**(Signature & seal of the contractor)**