



NOTICE INVITING TENDER

BHEL, Tiruchirappalli is looking for contractors to upkeep their Cauvery guest house in a neat and clean condition and also for rendering catering services round-the-clock, on all 365 days for a period of Two years from the date of commencement of work. Guest House has 14 Rooms and (Cauvery & VIP).

Sl	Particulars	Details				
1	Tender Reference	BHE:WCM:C&PR:CGH:2015 dt.23.03.15				
2	Name of Work	Outsourcing of Professional Catering and Housekeeping Services in BHEL Cauvery Guest House				
3	Contract Period	Two Years				
4	EMD	<table border="1"><thead><tr><th>Services Description</th><th>EMD Amount</th></tr></thead><tbody><tr><td>Professional Catering and Housekeeping services as per scope of work and Work Instructions</td><td>Rs. 1 Lakh</td></tr></tbody></table>	Services Description	EMD Amount	Professional Catering and Housekeeping services as per scope of work and Work Instructions	Rs. 1 Lakh
Services Description	EMD Amount					
Professional Catering and Housekeeping services as per scope of work and Work Instructions	Rs. 1 Lakh					
5	Last Date and Time for Receipt of Completed Tender	20.04.2015, 14:00 hrs				
6	Date, Time and Place for Tender Opening of Technical Bid	20.04.2015, 14:30 hrs at Visitor Hall, Ground Floor, BLDG No.24, BHEL, High Pressure Boiler Plant, Trichy 620 014				
7	Place of Submission of Tender Document along with EMD	Tender Drop Box of Works Contracts Management at Building No.24, Ground Floor, BHEL, High Pressure Boiler Plant, Trichy – 620 014				

Note:

- 1) The Tenderer shall return the duly filled in Tender Documents after affixing signature and seal on all the pages. Tender Documents contain 17 pages.
 - a. Technical Bid page no.2 & 3, EMD Rs. One lakh, page no.16-Annexure 2
 - b. Price Bid - page no. 17
- 2) Price Bid opening will be intimated to Technically qualified contractors after evaluation of Technical Bid.

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Department: WCM / C&PR

Ref. Tender No. BHE:WCM:C&PR:CGH:2015 dt.23.03.15

Technical Bid

(to be furnished by the Bidders)

1	Name of the Services for which tender submitted	:	Outsourcing of Professional Catering and Housekeeping Services in BHEL Cauvery Guest House
2	Name of the Contractor	:	
3	Constitution of the Contractors (Proprietor, Firm, Company etc.)	:	
4	Address (A) Office Tele.Ph.No.	:	
5	Residence	:	
6	(A) Scope of Work Accept to Execute in Total	:	Accepted/Not Accepted Yes/No
7	Financial Turn Over During the financial years 2012-13 and 2013-2014 (B)	:	
8	Number of years' experience in executing works contracts in delivery of catering and housekeeping services (Minimum 2 years of experience is needed)	:	
9	Average annual turnover from the works contracts involving delivery of catering and housekeeping services financial years 2011-12 and 2012-13	:	
10	Copies of completion certificate to be enclosed by the Tenderer for having successfully completed works contracts during the financial	:	

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Terms and Conditions

Name of Work: Outsourcing of Professional Catering and Housekeeping Services in BHEL Cauvery Guest House

I. Instructions to Tenderers:

1. Sealed Tenders are hereby invited from the contractors experienced in delivery of professional catering and housekeeping services
2. Tender shall be submitted in Two Parts ie (1) Technical Bid and (2) Price Bid

Technical Bid shall be submitted confirming acceptance to all clauses indicated in this Tender along with EMD and enclosures as required by the Tender and any other documents which the Tenderer wish to submit. Tenderers shall also sign each and every page of the Tender document including the Scope of Work attached thereto before submitting Tender. Deviations/variations, if any to the clauses of the Tender shall be indicated clearly. They are to be put in one sealed envelope and superscribed with Tender reference and Technical Bid.

Price Bid duly filled and signed with seal, must be submitted in another separate sealed envelope superscribed with Tender reference and Price Bid. Price Bid envelope must contain only the rates strictly as per **Format in Annexure – 3**

Sealed envelope of both (1) Technical Bid and (2) Price Bid must be put in a single sealed envelope superscribed with Tender reference and due date, must be sent within the specified date and time.

In this regards, if any clarification is required, the Tenderers may contact the officer mentioned here below.

Tenders should be addressed to:

Senior Manager / Works Contract Management
24-Building, Ground Floor,
Bharat Heavy Electricals Limited, Trichy
Ph: 0431- 2577054

Email: sankars@bheltry.co.in

The full name and address of the Tenderer and the name of the work with Tender reference should be indicated in sealed cover.

All the tenderers may witness the opening of the bids with due authorization of the person witnessing from the authorised signatory of the tenderer.

3. All the entries in the Tender Documents should be in one ink. Erasing and overwriting are not permitted. Cancellations and insertions if any shall be authenticated by the tenderer by signing and affixing his seal

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4. Tenderer shall fill in all the required particulars in the blank spaces provided in the Tender documents and also sign at the bottom of each and every page of the Tender document before submitting the Tender
5. Unit rate should be quoted in figures as well as in words in Indian Currency only, i.e. Rupees and paise with reference to each of the items for which tender is submitted strictly in the attached Annexure 3- Price Bid Format. The rates shall include all taxes and duties and also all expenses towards wages, administrative costs, PF & ESI contributions, bonus(as per bonus act) and other costs irrespective of its mentioning in this tender

The rate quoted should be inclusive of all taxes excluding Service Tax arising on the transaction. If BHEL is required to discharge the liabilities of any taxes on the transaction like TDS(IT) or any other similar taxes, the same shall be deducted from the bills of the contractor. Applicable Service tax shall be paid by BHEL by way of reimbursement, as per Govt. rules, to the firm against running actual, on documentary evidence. The procedure for payment of Service Tax depending on the constitution of the firm will be stipulated in the work order.

6. The tenderer shall take notice that workmen engaged under this contract shall be provided at the cost of tenderer with minimum 3 pairs of uniform per annum as may described by the BHEL suitable for catering and housekeeping services, 1 pair of shoe covering 2 years period.
7. In case the rates quoted in figures differ from those quoted in words, the lower will be taken as the Tendered rate and shall be binding on the Tenderers.
8. The lowest price bid (L1) shall be decided based on the rates in the “**Annexure- 3** Bid Format.
9. In quoting their rates, the Tenderers are advised to take into account all factors including any fluctuations in the market rates in the future due to increase in minimum wages, dearness allowance etc. No claim for the enhanced rates will be entertained on this account after acceptance of the Tender or during the contract period of 2 years. The contract will be awarded on fixed price basis and no price variation will be entertained during entire contract period of 2 years.
10. The rates to be quoted by the Tenderer shall be firm and shall cover and include all statutory levies and contribution such as ESI, PF etc. payable by the contractor for the workers he may deploy to carry out the job. [Under various enactments passed by Parliament or by the State legislature and Rules framed thereunder]. The rates shall further be deemed to include statutory levies, taxes and duties etc arising from such acts, central or state, which may come into force, subsequent to submission of Tender. The Tenderer shall note that no claim for enhancement of rates on the ground that existing statutory levies have been increased or those new statutory levies have come into effect after submission of Tender, or on any other ground, will be entertained.
11. The rates quoted in the Tender shall remain valid for a period of three months from the date of opening of the Tender. After submitting the tender, the tenderer is not entitled to recall his/its offer or modify the terms and conditions thereof.
12. Tenderer shall not increase their quoted rates, once the Tenderer has submitted his quotation and during execution of the contract, in case his Tender is accepted.

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13. Before submission of Tender, the Tenderers are necessarily advised to inspect the Cauvery Guest House of work and its environment and be well acquainted with the actual working and other prevailing conditions including various best practices adopted by BHEL with respect to functioning of its Hospitals and the respective outsourced services.
14. The bidders should be well versed with BHEL general conditions of contract, Instructions to Tenderers, specifications and all other documents, which form part of the Agreement to be entered into subsequent to award of work. The Tenderer shall specifically note that it is Tenderer's responsibility to provide any item, which is not specifically mentioned in this specification but which is necessary to complete the work.
15. Details and quantities of each item of work shown in the Annexure 3 Price Bid Format attached hereto are only approximate. They are given for the purpose of Tendering only and are liable to variations and alterations at the discretion of the competent authority without entitling the contractor to any compensation throughout the contract period of two years from the date of commencement of work.
16. Please note that our Cauvery Guest House functions 24 hours and depending upon work load, the Tenderer will be required to deploy their labour in staggered shifts accordingly if so directed. Indicative labour deployment by the Tenderer is mentioned in Price Bid.

II Essential Eligibility Criteria for the Tender:

1. **Experience:** The Tenderer should have experience of at least 2 years in executing works contracts involving delivery of professional catering and housekeeping services outsourced by companies or Government preferably in large organizations.
2. **Legal Status:** The Tenderer should have a legal status such as that of a Proprietary concern, Partnership firm, Company etc. The Tenderer should have been registered under relevant Act for carrying out the nature of work for which this Tender is invited
3. **Turnover:** The average annual turnover of the Tenderer from works contract involving delivery of professional catering and housekeeping services for the financial years 2012-13 and 2013-14 should be at least 5 lakhs per annum. **Supporting documents like Work Order/Letter of Intent/Contract indicating value to be enclosed.** The tenderer are requested to submit copy of IT returns for the said financial years 2012-13 and 2013-14 or statement of accounts certified by a qualified chartered accountant for the said financial years 2012-13 and 2013-14 along with the offer as evidence
4. **Completion Certificate:** During the financial years 2012-13 and 2013-14, the Tenderer should have successfully completed works contracts involving delivery of professional catering and housekeeping services worth Rs.5 lakhs per annum in single or more contracts from any Government/Public/Listed Companies (**copy of the completion certificate to be enclosed**)
5. **Tax Reference:** The Tenderer should have PAN/ service tax registration if applicable.
6. **PAN, PF, ESI & ST Reference:** The Tenderer should have PAN, ESI, PF and Service Tax registration number allotted in its name. The letters issued by the concerned authorities should be enclosed with the Technical Bid of the Tender to evidence such registration

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7. **EMD Requirement:** The Tenderer should submit EMD stipulated above along with Technical Bid. Offer/s without EMD are liable for rejection.

The Tenderers should have categorically confirmed acceptance of all the Tender terms and conditions including the payment terms. On non-compliance / conformity of the above, offer is liable for rejection. BHEL reserves right to go in for reverse auction.

The evaluation of Technical Bid shall be as per the criteria provided in **Annexure 2**.

III. Terms And Conditions for EMD and Security Deposit:

1. The Tenderer shall deposit Earnest Money Deposit (EMD) for the value as indicated in "NOTICE INVITING TENDER" along with the Tender document. When the work is awarded to the lowest Tenderer the amount of EMD will be adjusted against the security deposit payable by the contractor. The EMD shall be in the form of demand draft from any nationalised bank or from a scheduled bank drawn in favour of Bharat Heavy Electricals Ltd, Trichy.
2. EMD by the Tenderer will be forfeited as per Tender Documents if
 - a. After opening the Tender, the Tenderer revokes his Tender within the validity period or increases his earlier quoted rates.
 - b. The Tenderer does not commence the work within the period as per LOI / Contract. In case the LOI / contract is silent regarding such period then within 15 days after award of contract.
 - c. EMD given by all unsuccessful Tenderers shall be refunded normally within fifteen days of acceptance of award of work by the successful Tenderer
3. EMD shall not carry any interest
4. **Security deposit:** Upon acceptance of Tender, the successful Tenderer should deposit the required amount of Security Deposit for satisfactory completion of work, as per the rates given below:
 - a. Upto Rs.10 Lakhs: 10%
 - b. Above Rs.10 Lakhs upto Rs.50 Lakhs: Rs.1 Lakh +7.5% of the amount exceeding Rs.10 Lakhs
 - c. Above Rs.50 Lakhs: Rs.4 lakhs + 5% of the amount exceeding Rs.50 Lakhs
 - d. The security Deposit should be furnished before start of the work by the contractor.
 - e. 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 scheduled banks, subject to realization.
 - iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
 - v) Bank Guarantee from Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format for Security Deposit shall be in the prescribed formats
 - vi) Fixed Deposit Receipt issued by Scheduled Banks / Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.

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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 deposited in any form as prescribed before start of the work and the balance 50% may be recovered from the running bills.

viii) EMD of the successful bidder can be converted and adjusted against the cash portion of Security

NOTE: Acceptance of Security Deposit against Sl. No. (iv) and (vi) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith.

5. No interest shall be payable by BHEL on Earnest Money, Security Deposit or on any money due to the firm by BHEL
6. In case the value of work exceeds / reduces from the awarded / accepted value, the Security Deposit shall be correspondingly enhanced / reduced and the enhanced part of the Security Deposit shall be immediately deposited by the Contractor or adjusted against payments due to the Contractor
7. The validity of Bank Guarantees towards Security Deposit shall be initially upto the completion period as stipulated in the Letter of Intent/Award + 3 months, and the same shall be kept valid by proper renewal till the acceptance of Final Bills of the Contractor, by BHEL
8. The Security deposit will be forfeited and credited to BHEL in the event of breach of any of the terms and conditions of this contract by the Contractor
9. The Security deposit will be refunded to the contractor by BHEL after adjusting any sums due to BHEL from the Contractor or under any other contract with this Division or any other sister division of BHEL, upon the fulfilment of the contract and the Contractor furnishing No Demand and No Due Certificate from ESIC, EPFO to the effect that there is no claim or demand in respect of the contract executed
10. If the tenderer backs out after submission of the tender or after acceptance of tender or fails to start the work as per contract terms, his EMD / Security Deposit will be forfeited and award of the contract will be cancelled.

IV. Contractor's Obligations and Statutory Liability:

1. Contractor should deploy 8 manpower minimum for execution of the work awarded to him and he or his authorized representative will be solely entitled to instruct such workers about the manner in which the awarded work is to be carried out as per the prescribed specifications and as directed by Communication and Public Relations Department . The Contractor shall be fully responsible for the work awarded to him.

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2. Contractor shall depute required supervisor/s to supervise work to be carried out by his workmen. The work shall be executed as per work instructions and to the satisfaction of Communication and Public Relations Department.
3. Contractor shall ensure that the employees deployed in the premises of BHEL are physically and mentally fit and do not have any criminal records. Such employees should possess requisite qualification, skill, proficiency, experience etc. to carry out the work
4. The Contractor shall maintain Professionally Qualified/Trained competent Personnel on the job to ensure smooth delivery of the services as set forth in the Scope of Work. Minimum qualification for the personnel engaged are as follows:
 - a. **One year diploma / certificate course in the field of catering and housekeeping services from a recognized catering institution OR minimum two years experience in Govt / Public sector.**
5. Contractor shall maintain appropriate records of his employees deployed to carry out the job (s).
6. Contractor shall provide employment card / identity card with photograph duly verified and attested by the Contractor to his employees deployed to execute the work. Contractor shall also indicate the name of the proprietary / partnership firm / Company, place of work, contact number and duration of validity of the card etc. in such identity card
7. Contractor will ensure that the job is executed through his employees on his rolls only and under no circumstances the contractor will deploy any casual employees to carry out the job; nor shall sub-contract the job without prior written permission from BHEL
8. Contractor will keep watch on his employees and he will be liable for any pilferage / loss to BHEL due to acts of omission and commission by his employees. Similarly, liability for any compensation to outsiders & his employees on account of any act of omission and commission by the employees deployed by the contractor shall lie exclusively with contractor.
9. The contractor has to provide a distinct uniform different from BHEL employees. The uniform should have logo of the contractors firm / company. The uniform shall be in neat, tidy and wearable condition
10. In the event of termination of contract for any reason whatsoever, the contractor shall withdraw all his employees and his equipment, if any; from the establishment of BHEL
11. The age of the contract workers deployed should be above 18 years and above.
12. All statutory requirements under Minimum Wages Act 1948, Payment of Wages Act 1936, Workmen Compensation Act 1923, EPF & MP Act 1952, Payment of Gratuity Act 1972, ESI Act 1948, the Contract Labour (R&A) Act 1970, Payment of Bonus Act 1965, Income Tax Act 1961, Service Tax rules and all other applicable Acts and rules shall be complied with by the contractor including rules that are applicable for nature of services provided in delivery of professional catering and house keeping services.
13. As far as wages payable to the personnel deployed, contractors shall pay an additional amount of **Rs.4100/-** per month in addition to minimum wages stipulated from time to time for employment applicable for **General Engineering and Fabrication Industry** by the Tamil Nadu Government.

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The same shall be noted by the contractor from time to time and payment to his workers shall at no point of time less than these minimum rates ie applicable Tamil Nadu Minimum Wages plus Rs.4100/- per month. All workmen deployed at the guest house shall be capable of delivering any of the works mentioned in the scope of work.

14. Contractor has to make PF, ESI contributions as per applicable laws in force
15. Contractor shall maintain proper records of PF, EDLI, Pension, ESI contribution, administrative charges etc., wherever applicable and shall produce proof of deductions as well as remittances.
16. The contractor shall observe (a) weekly off and BHEL List of Holidays. Over and above the daily wages rate, the contractor shall make payment to his employees deployed under this contract towards leave with wages also.
17. Contractor shall furnish proper Returns to the concerned statutory authorities and provide a copy of the same to BHEL.
18. Contractor shall be solely responsible for non-payment / delayed payment of wages / DA, contributions under EPF & MP Act, ESI Act etc.
19. In case, the contractor fails to make payment of wages to his employees or remittance of contribution to the concerned authorities & a claim is made against BHEL for what so ever reason, the security deposit /other dues/ running bills under the contract can be utilized by BHEL to discharge the liability of the contractor.
20. Contractor shall indemnify BHEL against all claims and losses if it suffers under various labour laws, statutes or any civil or criminal law in connection with employees deployed by him. The liability for any compensation on account of injury sustained by an employee of the contractor will be exclusively that of the contractor, as BHEL is not the employer for him.
21. BHEL shall not be responsible for any losses, damages to the contractor or to his employees
22. Payment of bonus under the Payment of Bonus Act, payment of gratuity under the Gratuity Act, and retrenchment compensation under ID Act will be the sole responsibility of the contractors.
23. Contractor shall be responsible for making payment of wages before expiry of 7 (seven) days from the last day of wage period and to ensure disbursement of wages in the presence of the representative from BHEL
24. Contractor shall obtain license under CL (R&A) Act, 1970
25. Every contractor shall submit a notice regarding commencement and completion of work in Form-VI A&B (Rule 25 (viii) & 81 (3) to BHEL, for forwarding the same to Labour Department.
26. The contractor shall attend to all inspections notified/conducted by the BHEL, Labour department, P.F authorities, Factory Inspectors, ESI inspectors, Medical Authorities or any other such authorities.
27. The contractor shall have full control over his employees including the right to appoint, determine service conditions, discipline, discharge, dismissal etc. provided the knowledge of BHEL guest house in-charge. The Contractor shall be solely responsible for any claim arising out of employment or termination of employment of his employees and for their statutory payments.

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Contractor should ensure that workmen follow all rules and regulations related to safety and security.

V General Conditions:

1. Communication and Public Relations Department shall give overall instruction to the contractor or his authorized representative for the jobs to be carried out. BHEL will have nothing to do or be concerned with the employment of employees working for the contractor. The relationship between BHEL and the contractor will be that of independent entities and nothing herein contained will amount to joint venture, partnership or on employer-employee relationship. Supervision of work shall be done by the contractor / his authorized Supervisor exclusive for this work only.
2. In case the contractor does not carry out the contractual / statutory obligations or the services rendered by him are found to be unsatisfactory, BHEL shall bring the same to his notice and he will be obliged to discharge the obligations and rectify the deficiency / anomaly within three day's time failing which, BHEL reserves the right to terminate the contract without assigning any reason what so ever. In such an event, no damages will be payable for short closure of the contract and the contractor shall be liable to BHEL for any loss or hardships it may suffer, such termination shall be for the contractor's default and any money including deposits or bills available with BHEL will be forfeited and any further claim on the contractor may be made by BHEL for recovery of any loss
3. BHEL reserves the right to reject any or all tenders in part or in full without assigning any reason
4. Notwithstanding anything contained in this agreement, the contract may be terminated by BHEL without assigning any reason thereof by giving a notice of 30 days to the contractor
5. Period of Contract: The successful bidder/s will be awarded contract for period of Two Years. The Contract will be awarded initially for a period of three months on Trial basis and the same will be extended at the discretion of BHEL for the rest of contract period on satisfactory completion of trial period. BHEL may extend at its discretion the period of contract for a further period of one year on the same terms and conditions mutually agreed upon.
6. Contractor should submit "Bid" strictly as per the prescribed format in Annexure 3 – Price Bid Format
7. Disputes or differences arising from this Tender or in any manner connected therewith shall be subject to the following disputes resolution mechanism:
 - i) Any dispute shall initially be referred to the designated Senior Management of the parties for amicable settlement. Parties shall nominate two persons each from their senior management within 10 days of a dispute arising.
 - ii) If no amicable settlement is arrived at within 30 days, then any party may refer the dispute to sole arbitrator to be nominated by BHEL, Trichy. The place of arbitration shall be at Trichy. All arbitration proceedings shall be conducted in English in accordance with the provisions of the Arbitration and Conciliation Act, 1996.
 - iii) The arbitration award shall be final and binding upon the parties and each party will bear its own costs of arbitration and equally share the fees of the arbitral tribunal.

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- iv) All disputes shall be subject to the exclusive jurisdiction of courts at Tiruchy.
8. If the tender is made by an individual or a sole proprietorship firm, it shall be signed with his full name (and name of the firm, if applicable) and his address shall be furnished. If it is made by a partnership firm/LLP, it shall be signed with the partnership name by a partner of the firm, who shall also sign his own name, also furnish the name and address of each partner of the firm. If the tender is made by a corporation/company, it shall be signed by a duly authorized Officer who shall also submit with the tender, satisfactory evidence of his authorization. Such tendering corporation/firm is required to furnish evidence of its existence along with bid.
 9. Whenever a tender is to be finally accepted, the tenderer, whose tender is under consideration, shall attend the Office of " Issuing Officer " on the date fixed by written intimation to him. He shall forthwith, upon intimation being given to him by the "Issuing Officer" for acceptance of his tender, complete the execution of the agreement by signing all documents connected therewith. Failure to do so and not to commence the work within fifteen days from the date of intimation shall entail forfeiture of the earnest money deposited.
 10. Tenderers shall peruse carefully the instructions and directions to the parties given in the tender document and the conditions thereof and all other relevant documents before quoting the rates for the work.
 11. The quantities mentioned in the tender documents are worked out from the relevant data in BHEL and may or may not be the actuals required for execution. The same will depend on the activities of the Cauvery Guest House. There may be increase or decrease in the quantities. The Contractor agrees to provide the services to meet the requirements of Cauvery Guest House.
 12. The decision of the Company shall be final and binding on the contractor on all technical questions which may arise in the contract with respect to the workmanship, removal of improper work, interpretation of the work specifications, notes, procedures etc.
 13. If at any time, during the progress of work or any part of it such methods appear to the Company official to be insufficient or inappropriate for ensuring the quality of work required or rate of progress, he may order the contractor to increase their efficiency or to improve their quality of work and the contractor shall comply with such order and on failure of which the Company may take such action as it deems it fit to improve the quality of work or the rate of progress required from the contractor and all such actions taken by the Company shall be at the cost and risk of the contractor. All BHEL general conditions of the contract shall be applicable.
 14. Any partner / Director of the firm/Company of the contractor banned by BHEL earlier and got registered under different company/firm name are not eligible to quote.
 15. The submission of tender shall be strictly in accordance with the terms and conditions stipulated in this tender notice. No counter conditions will be acceptable or valid.
 16. The contractor shall not resort to subcontracting under any circumstances. The contractor shall be responsible to settle any grievances of the labour deployed by him.
 17. Contractor shall be deemed to have included in his tender price of all the charges required for the purpose of providing professional catering and house keeping services connected with the work embraced under the contract to secure a satisfactory quality of work and rate of progress which in the opinion of BHEL will ensure the completion of the work within the time specified.

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18. BHEL reserves the right to negotiate for price reduction with L1 party and negotiated price will be considered as contract amount for all practical purposes.
19. Withdrawal from contract during contract period in BHEL will entail forfeiture of security deposit without prejudice to other rights.

20. Terms of Payment:

- a. Bills should be submitted along with all necessary documents, challans for ESI /PF and returns etc. as applicable under contractor's statutory liability and this contract.
 - b. Bills for every month shall be prepared by the Contractor on the basis of the unit of services provided and submitted to Communication and Public Relations Department for verification. Payments will be effected on actual basis after certification by the Communication and Public Relations Department. All the bills of contractors will be cleared by Finance Department subject to production of "Clearance Certificate" by the contractors in respect of compliance of all statutory requirement, issued by the Contract Cell of Human Resources Management.
 - c. The Payment will be made to the Contractor on the basis of work carried out, keeping in view the Unit of measurement in Man days. In case, the same persons deployed by the contractor, are permitted by him to continue to work beyond normal working hours, for any reasons whatsoever, contractor in such cases shall pay them the wage rates applicable under the statutory provisions at contractors cost. In other words no overtime (OT) payment will be made by BHEL, as the payment is on "Unit Rate Basis".
21. Disputes or differences arising from this Tender Notice, if any or any other disputes connected therewith shall be decided by the "Issuing Officer", and his decision will be final and binding on the tenderers.
 22. The contractor should abide by the security and safety rules of the company and provide such safety requirements as per statutory rules and requirements of the company.
 23. In case of breach of any of the terms and conditions of the contractor, BHEL reserves the right to cancel the contract either in part or full.
 24. Canvassing in any form shall render the Bid liable to be rejected.
 25. Contractors shall ensure engaging of one employee per shift and shall ensure compliance of labour law provisions pertaining to shift operations. Contractors shall also ensure supervision of the services rendered by its workmen.

For BHEL

For Contractor

Issuing Officer

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Annexure 1 Scope of Work and Working Instructions

The Scope of work covers delivery of professional catering and housekeeping services at Cauvery Guest House round the clock on all 365 days of the year. Contractor shall ensure neat and clean condition, timely cleaning of rooms, verandahs, swabbing, cleaning of wash basins, water closets, walls, floors, etc., and overall kitchen management including preparing food and rendering other catering services, assistance in kitchen and maintenance of upkeep of rooms like making beds, screens, cushion and cushion covers, as directed and to the satisfaction of the [C&PR], taking care of staying guests' requirements and all other services which are incidental to services attached to Cauvery Guest House.

The Works Contract pertains to provision of professional catering and other services to BHEL Cauvery Guest House in different shifts. The contractor shall carry out the jobs assigned to him in a professional way using the professional manpower.

The work should be attended around the clock. The Shift timings and indicative manpower deployment are given below:

I Shift [3 persons]	:	06.00 hrs to 14.00 hrs.
II Shift [2 persons]	:	14.00 hrs to 22.00 hrs.
III Shift[1 persons]	:	22.00 hrs to 06.00 hrs.

General Shift [2 persons]	:	08.00 hrs to 16.30 hrs.
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Supervision by the contractor directly or through its qualified supervisors.

- i. Cleaning of rooms-14 rooms including VIP GH
- ii. Cleaning Corridor, verandahs
- iii. Swabbing & mopping common area
- iv. Cleaning of wash basins in all rooms
- v. Cleaning of all water taps and pipelines inside the rooms
- vi. Walls, floor cleaning etc.,
- vii. Assistance in kitchen for food preparation
- viii. Preparing food-cook
- ix. Rendering other catering services like dining service
- x. Bed making
- xi. Screens, cushion and cushion covers
- xii. Taking care of staying guests' requirements.
- xiii. Room service
- xiv. Receiving guests and Bill book maintenance
- xv. Register of rooms occupied.
- xvi. Miscellaneous work related to catering professional service.

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Annexure [2] - Criteria for Evaluation of Paramedical Services. [For Office Use Only]

Tender Ref No. BHE:M 67 :2013– [Tender Submitted for _____ Services			
S.N.	ELIGIBILITY:-	Details	Eligible or Not
1	EMD details: Rs.1,00,000/-	DD NO:[] Dt: []	Yes/No
2	Number of years' experience in executing works contracts in delivery of skilled and unskilled manpower services (Minimum 2 years of experience is needed)		Yes/No
3	Legal Status- Constitution of the Contractors (Proprietor, Firm, Company etc.)		Yes/No
4	Average annual value of works contract completed in the financial years 2012-2013 and 2013-14 shall be Rs.5 lakhs		Yes/No
5	Copies of Completion Certificate for having successfully completed works contracts during the financial years 2012-13 and 2013-14 involving delivery of professional catering and housekeeping services worth Rs.5 Laksh per annum in single or more contracts from a Govt or Public Sector or Listed Companies.		Yes No.
6	Proof of having submitted IT Return for the financial years 2012-2013 and 2013-14		Yes/No
7	Profit and loss account for the last financial years 2012-2013 and 2013-14		Yes/No
8	Balance sheet for the last financial years 2012-2013 and 2013-14		Yes/No
9	Separate Registration for EPF		Yes/No
10	Separate Registration for ESI		Yes/No
11	Separate Registration for New Service Tax		Yes/No
12	PAN/ TAN/ TIN Numbers as may be required		
Whether Eligible or Not		Yes/No	

Issuing Officer

Sign Contractor
With Seal



Annexure 3- Price Bid

I / We hereby distinctly and expressly declare and acknowledge that before the submission of my / our tender, I / We carefully followed the instructions in the tender notice and have completely read the terms and conditions and I/We agree with the same.

Date:							
Duration of Contract is for 2 Years							
S. N.	Description of Services	Category	Location	Indicative Number of Personnel per Day	Rate per Person in Rs. per month	Total Amount for 8 persons in figure in Rs.	Total Amount for 8 persons in Words in Rupees
1.	Professional Catering and Housekeeping services as per scope of work	Skilled	Cauvery Guest House, BHEL Trichy	8			

[Sign of Contractor with Seal]

Issuing Officer

Sign Contractor
With Seal