



## **Bharat Heavy Electricals Limited**

ELECTRONICS DIVISION, MYSORE ROAD

**BENGALURU-560026**

PHONE : 080-26998293

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Tender No.C&PR: GH:211:14-15

Dated: 6.12.2014

GENERAL TERMS & CONDITIONS

**TENDER FOR A TWO-YEAR RATE CONTRACT FOR  
CATERING & HOUSE KEEPING SERVICES IN EDN GUEST HOUSE  
AND EDN TRANSIT FLAT LOCATED IN BHEL-ELECTRONICS  
DIVISION TOWNSHIP, ADJACENT TO BUNT'S SANGHA, CHORD  
ROAD, VIJAYANAGAR, BENGALURU-560040**

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Last date for submission : 1.00 PM ON 29.12.2014

Opening of Technical Bid : 1.30 PM ON THE SAME DAY



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CHORD ROAD, VIJAYANAGAR, BENGALURU-560040**

**TENDER DOCUMENT**

Tender No.C&PR: GH: 211:14-15

Dated: 6.12.2014

**ELIGIBILITY, SCOPE AND GENERAL TERMS & CONDITIONS**

<b>Value of the two-year Contract</b>	<b>: Rs.70 Lakh</b>
Commencement of Downloading of Tender Documents from websites	: 6.12.2014
Commencement of Sale of Tender Documents from BHEL-Electronics Division Bengaluru-26	: 6.12.2014
Last date for downloading/purchasing of Tender Documents	: 29.12.2014
Last date & time for submission of sealed tender	: <b>1.00PM on 29.12.2014</b>
Time & Date of opening the Technical Bid	: <b>1.30PM on 29.12.2014</b>
Venue	: <b>C&amp;PR Dept., Ground Floor, New Engg. Building, BHEL-Electronics Division, Mysore Road, Bengaluru-560026</b>

**A. GENERAL INFORMATION**

The Company is proposing to engage an experienced, professional agency in hospitality and catering services on Job/Works Contract basis for running its 1) Guest House and 2) Transit Flat at Bangalore on round-the-clock basis.

**1. Eligibility Criteria/Documents to be Enclosed:**

- The hospitality agency should be registered with the Department of Labour or other competent authority under the jurisdiction of State or Central Government and should be a well established organization. Copy of the relevant document should be enclosed.

- b) **FEE FOR TENDER DOCUMENT:** A non-refundable fees of Rs.1,000.00 (Rupees One Thousand only) should be paid in the form of Demand Draft drawn in favour of “Bharat Heavy Electricals Limited-Electronics Division, Bangalore” towards fee for each tender document. Those who personally collect the tender documents from BHEL-Electronics Division, may do so by presenting the DD. Those who download the document from the website should enclose the DD along with the Technical Bid. However, bidders registered under MSME Act 2006 and Public Procurement Policy for MSE 2012 are exempted from fee towards Tender Document, if they enclose the EM II Certificate validity of which will be deemed as 5 years(2 years earlier deemed validity + 3 years present extension as per the gazette notification) from the date of acknowledgement of the EM II certificate, accompanied by a CA certificate as per Annexure-1.
- c) **EARNEST MONEY DEPOSIT** : A Demand Draft drawn in favour of “Bharat Heavy Electricals Limited-Electronics Division, Bangalore” for an amount of Rs.1.50 Lakhs (Rupees One Lakh Fifty Thousand only) towards Earnest Money Deposit (EMD) should be enclosed in a separate envelope along with the Technical Bid. Tenders not accompanied by EMD will be rejected. However, bidders registered under MSME Act 2006 and Public Procurement Policy for MSE 2012 are exempted from furnishing EMD if they enclose the EM II Certificate validity of which will be deemed as 5 years(2 years earlier deemed validity + 3 years present extension as per the gazette notification) from the date of acknowledgement of the EM II certificate, unless it is accompanied by a CA certificate as per Annexure-1.
- d) **The bidders should fill the attached NEFT form (Annexure-2) duly endorsed by their banker. A cancelled cheque should also be enclosed to the format which should be attached with the Demand Draft towards EMD.**
- e) Income Tax Returns and Audited Balance Sheet for the last three completed financial years to be furnished.
- f) The bidder’s average annual financial turnover, from Catering & House Keeping Services in Guest Houses, during the last three financial years ending 31<sup>st</sup> March 2014 should be at least Rs.24 lakhs. Turnover from either Catering or House Keeping Services alone will not be considered. Necessary proof towards this effect shall be submitted along with the tender, without which the tender is liable for rejection at the discretion of BHEL.
- g) The bidder should have experience in Catering and House Keeping services. Documentary evidence towards the same, as explained below, may be submitted along with the Technical Bid. The experience of having successfully completed similar job/services (similar completed jobs/services mean contract for Catering and House Keeping in Guest Houses of leading Organizations) during the last seven years ending 30.11.2014 should be either of the following:
- i) Three similar completed jobs of value not less than Rs.28 lakhs each.
  - ii) Two similar completed jobs of value not less than Rs.35 lakhs each.
  - iii) One similar completed job of value not less than Rs. 56 lakhs.

- h) The list of clients, present and past, should be enclosed. Copies of Work Orders containing details like Nature of Job/Service, Validity of Contract, Contract Value etc. also should be enclosed. Certificates from clients with respect to performance of the agency, value of the contract and nature of work should also be enclosed.
- i) The bidders should have the capability and experience in handling both a) Catering and b) House Keeping Services in Guest Houses. Bidders who claim capability and experience in any one of these areas will not be considered. Also, bidders who claim capability and experience in other areas like Hostels, Canteens etc., will not be considered.
- j) Solvency Certificate (15% of the contract value of Rs.70 Lakh) issued by the Bankers, to be furnished.
- k) There should be no case or charge under investigation / enquiry / trial against the agency, nor conviction in a Court of law or suspended / blacklisted or banned by any organization/government on any ground. The list of the banned firms is available on BHEL Web Site <http://www.bhel.in>.
- l) After evaluation of the documents/information furnished by the bidder, if any information / document furnished by the bidder is found to be false, BHEL reserves the right to reject the bid submitted by the bidder.
- m) Bidders are advised to visit the Guest House and Transit Flat, address of which is given in the first page of this document, for on-the-spot assessment before submitting their bids.
- n) Bidders should enclose a list of documents submitted by them along with Technical Bid and Price Bid separately.
- o) MSE suppliers can avail the intended benefits only if they submit along with the offer, attested copies of either EM II certificate having deemed validity (five years from the date of issue of acknowledgement in EM II) or valid NSIC certificate or EM II certificate along with attested copy of a CA certificate (Format enclosed at Annexure-1) where deemed validity will be the date of bid opening of Part 1 i.e. Technical Bid. Non Submission of such documents will lead to consideration of their bid at par with other bidders. No benefit shall be applicable for this enquiry if any of the above required documents are not submitted before price bid opening. Documents should be notarized or attested by a Gazetted Officer.

## **B. EVALUATION CRITERIA**

1. Technical Bids of tenderers will be evaluated based on the above eligibility criteria and after scrutinizing all the relevant documents as sought from them.
2. BHEL reserves the right to visit the guest houses operated by the bidders for the on-the-spot assessment of the capability of the bidders before taking a decision on their technical bid.
3. The price bids of only those tenderers who meet the above eligibility criteria will be opened. The price bids will be opened with prior information to the eligible bidders only to facilitate the presence of the bidders or their authorized representatives in the

price bid opening process. If the bidders are nominating their representatives to participate in the bid opening process, such representatives should bring authorization letter in their official letterhead.

4. L1 position will be decided after taking into account the total cost of both Part BI and BII of the Price Bid. In case of a tie between two or more bidders, the Snap Bidding System will be followed to determine the L1 bidder.

**C. CORRECTION OF ARITHMETIC ERRORS:** Provided that the bid is substantially responsive, BHEL shall correct arithmetical errors on the following basis:

- a) 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 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.
- b) 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.
- c) 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.
- d) If any bidder does not accept the correction of errors as explained above, their bids will be disqualified.

**D. EARNEST MONEY DEPOSIT**

- p) The Technical Offer must be submitted together with a Demand Draft drawn in favour of Bharat Heavy Electricals Limited, Electronics Division, Mysore Road, Bengaluru-560026 on any scheduled Bank for **Rs.1,50,000/- (Rupees One Lakh Fifty Thousand Only)** towards Earnest Money Deposit (EMD).Tenders not accompanied by the DD towards EMD will be rejected. However, bidders registered under MSME Act 2006 and Public Procurement Policy for MSE 2012 are exempted from furnishing EMD if they enclose the EM II Certificate validity of which will be deemed as 5 years(2 years earlier deemed validity + 3 years present extension as per the gazette notification) from the date of acknowledgement of the EM II certificate, accompanied by a CA certificate.
- q) Besides EMD, a non-refundable fee of Rs.1,000.00 (Rupees One Thousand only) should be paid in the form of Demand Draft drawn in favour of “Bharat Heavy Electricals Limited-Electronics Division, Bengaluru” for each tender document. Those who personally collect the tender documents from BHEL-Electronics Division, may do so by presenting the DD. Those who download the document from the website should enclose the DD for Rs.1,000.00 along with the Technical Bid. Bidders who claim exemption under MSME Act 2006 and Public Procurement Policy for MSE 2012 are required to submit the EM II certificate
- r) The tenderer is not entitled for any interest on EMD nor can he claim any right for award of the contract. EMD shall be forfeited if the tenderer, after opening the bid, withdraws/modifies his offer or modifies the terms and conditions thereof or fails to take up the work within 15 days from the date of awarding the contract. Earnest Money Deposit shall be returned to all un-successful tenderers within 15 days from the date of acceptance of award of work by the successful tenderer.

**E. SECURITY DEPOSIT :**

1. The Successful Tenderer shall furnish Security Deposit to BHEL on the estimated order value of the 2 years' Rate Contract. The rate of Security Deposit will be as below :
  - i) Above Rs.50 Lakhs: Rs.4 Lakh + 5% of the amount exceeding Rs.50 Lakh.
2. The Security Deposit should be furnished before start of the work by the contractor in the form of :
  - i) Cash (as permissible under the Income Tax Act)
  - ii) Pay Order, Demand Draft in favour of BHEL
  - iii) Local cheques of scheduled banks, subject to realization.
  - iv) Securities available from Post Offices such as National Savings Certificates, Kisan Vikas Patras etc. (Certificates should be held in the name of Contractor furnishing the security and duly pledged in favour of BHEL and discharged on the back).
  - v) Bank Guarantee from Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The Bank Guarantee format should have the approval of BHEL.
  - vi) Fixed Deposit Receipt issued by Scheduled Banks/ Public Financial Institutions as defined in the Companies Act. The FDR should be in the name of the contractor, A/C BHEL, duly discharged on the back.
  - vii) Security deposit can also be recovered at the rate of 10% from the running bills. However in such cases at least 50% of the Security Deposit should be collected before start of the work and the balance 50% may be recovered from the running bills.  
  
(Note: In case of small value contracts not exceeding Rs. 10 lakhs and all SAS jobs, work can be started before Security Deposit is collected. However, payment can be released only after collection/ recovery of initial 50% Security Deposit).
  - viii) EMD of the successful tenderer can be converted and adjusted against the security deposit.
  - ix) The security deposit shall not carry any interest.  
  
(Note: Acceptance of Security Deposit against Sl. No. (iv) and (vi) above will be subject to hypothecation or endorsement on the documents in favour of BHEL. However, BHEL will not be liable or responsible in any manner for the collection of interest or renewal of the documents or in any other matter connected therewith).
3. 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 offer of the contract including forfeiting the EMD and the tenderer shall be liable to compensate BHEL for any loss incurred by BHEL.
4. The security deposit shall be returned within a reasonable time after the date of expiry of the contract subject to the contractor carrying out all obligations / operations as required under the contract.
5. BHEL reserves the right to recover any part or the whole of the amount of the security deposit for losses suffered by BHEL due to failures on the part of the contractor or due to termination of contract or contractor becoming disqualified because of liquidation / insolvency or change of composition or loss/damage caused to BHEL's property. The

decision of BHEL in respect of such losses, damages, charges, expenses or costs, shall be final and binding on the contractor and the decision shall not be questionable.

## **F. GENERAL CONDITIONS ( FOR BOTH GUEST HOUSE & TRANSIT FLAT)**

### **I. SCOPE OF WORK AND SERVICES**

#### **1. RECEPTION-CUM-FRONT OFFICE**

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

#### **2. CATERING**

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

#### **3. HOUSEKEEPING**

- a. To render all housekeeping services including maintenance of rooms, dining halls, kitchen, office rooms, reception area, toilets and all other areas in the guest house which may not be specified here, at high standards.

#### **4. LAUNDRY**

- a. To render all laundry services at high standards for guest house Linen items.
- b. To render all laundry services at high standards for guests.

#### **5. GENERAL ADMINISTRATION**

- a. To ensure the entire operations of the Guest House & Transit Flat and coordinate with respective departments of BHEL for smooth running of the guesthouse.
- b. To maintain records as required by BHEL.
- c. To ensure the safety of Guest House & Transit Flat, properties belonging to the Guest House & Transit Flat and maintain total vigil on the movement of people in the guest house.
- d. To ensure timely action in emergencies including operation of fire fighting systems, administering first aid etc. in Guest House & Transit Flat.
- e. To ensure that the DG set switches on automatically in the event of power failure and report fuel level periodically to BHEL Officials at the Guest House. To assist the BHEL official in drawing of fuel from petrol bunk and carry out the refueling operation.

### **1. FRONT OFFICE**

1.1 When the guest checks-in, the Contractor/Contractor's staff shall immediately

- 1.1.1** Attend to him, receive him, and allot the room specified by the designated officer of BHEL in his name. BHEL will reserve the rooms and intimate the Contractor through Reservation Slips duly signed by the designated officer. **The contractor shall neither allot rooms on his own nor disclose information relating to availability status to the**

- guests or any person other than the authorized BHEL officials for any reason.**
- 1.1.2 Verify the identity of the guest and get the guest's name including accompanying family members entered in the Guest Register provided by BHEL.
  - 1.1.3 Accompany the guest to his room by carrying his baggage to his room, leave him in the room, look for his comforts, keep fresh water, etc.
  - 1.1.4 Offer the guest tea/coffee/food etc. as required by him, according to the time.
  - 1.1.5 At the time of check-out, prepare separate bills for boarding and lodging and get the same signed by the concerned guests.
  - 1.1.6 **In case of employees on official duty, the Contractor shall collect cash from the guests towards catering only and obtain signature of the guests on bill towards lodging. In case of employees and other guests on personal duty, entire expenditure towards Catering and Lodging shall be collected in cash, as per the rate contract/protocol norm of BHEL. Collected cash towards Room Rent will be deposited with BHEL Officials stationed at the Guest House, with proper documentation.**
  - 1.1.7 **In case of Company's guests, the Contractor shall raise bill for boarding part alone and get the same signed by the guest and claim it for reimbursement from BHEL along with other bills to be submitted by the Contractor once in a month .**
  - 1.1.8 **At the time of check-out, the Contractor shall ensure that the room occupied by the guest is in order with respect to assets of the Company. A quick check to be carried out before the guest leaves the guest house.**
  - 1.1.9 **At the time of guest moving out of the guest house or Transit Flat, or at the time of checking out, key should be collected.**
  - 1.1.10 Carry the guest's baggage from the room to the vehicle.
  - 1.1.11 To ensure that the guest has not left behind in the room any of his belongings, and if any such belongings are found, to immediately inform BHEL officials for sending the same to the guest.
  - 1.1.12 The Contractor's personnel shall not seek any tips or favour from the guests for the services rendered.
- 1.2 During stay, the guest's miscellaneous needs like laundry, medical etc., to be attended to. The charges for these services may be collected from the guest on actual basis, providing relevant bills. In cases where these services are to be rendered at Company's cost, the same will be intimated to the Contractor by the BHEL officials. **However, the Contractor's Labourers should not extend any of such services like Cigarette, Liquor or Non-Vegetarian Food to guests as these are not allowed inside the Guest House and Transit Flat.**
- 1.3 To order for newspapers and magazines as advised by BHEL, coordinating with the newspaper agents, and paying for the bills at the end of the month. This will be reimbursed by BHEL along with the Contractor's bill, to be submitted with relevant suppliers' bills.

## 2. CATERING

- 2.1 The Contractor shall provide the following services:
  - 2.1.1 Preparation of Tea and Coffee, Breakfast, Lunch, Snacks, Dinner etc., as per the menu given separately in the Price Bid Format.
  - 2.1.2 The menu may be altered for specific guests / special occasions / programmes as desired by BHEL, within the overall scope of the menu. For any extra item, not covered in the Annexure I the Contractor may charge additionally on mutually agreed rates.
  - 2.1.3 The Contractor shall take orders beforehand from the staying guests regarding their food requirements. The BHEL officials at the Guest House may also place separate orders on the Contractor for any official programmes/special occasions.
  - 2.1.4 The Contractor shall take care to provide healthy food to the guests as per the standard menu prescribed by BHEL. In exceptional cases, he may have to prepare food as specified by the guests on medical grounds.
- 2.2 The Contractor shall be responsible for procurement of raw materials and ingredients. First quality raw materials and ingredients shall be used in the preparation of food and beverages. Fresh vegetables and milk, standard beverages shall be used. The quality of the materials should be satisfactory to the officials of BHEL who may carry out random inspection.
- 2.3 The Contractor shall store sufficient quantity of high quality ingredients in the available place in the guesthouse to ensure preparation of food items in time. The Contractor at his own risk shall make the procurement and storage.
- 2.4 The timings for regular services like Breakfast, Lunch and Dinner shall be as informed by the Company. Coffee/Tea, evening snacks shall be served to guests as requested by them. If guests checking-in at odd hours request for food, all possible support should be extended in this regard.
- 2.5 Every food preparation shall be used for the specific service and the left-over food shall not be served during the next meal service.
- 2.6 The Contractor shall be responsible for service of food and beverages in the Dining room. Morning Tea/Coffee will be served in respective rooms for all the guests. Room Service shall be provided to VVIPs on request and other guests in case they are not able to reach Dining Hall due to medical reasons.
- 2.7 The contractor shall suitably display the Food menu with rates in all rooms & dining area.
- 2.8 The Contractor shall provide efficient and prompt service to all guests.
- 2.9 The food preparation is to be done in a strict hygienic environment without any compromise. The staff on duty shall be in good health and hygiene as well as wear washed & pressed uniforms.
- 2.10 The Contractor should ensure total cleanliness and regular cleaning of facilities in the kitchen
- 2.11 The Contractor shall perform the Service to the satisfaction of the Company officials. If any shortcoming is found then on instruction from Company officials, the Contractor shall rectify the shortcoming immediately.
- 2.12 The Contractor shall ensure that he appoints well qualified & experienced cooks in all types of food preparation.
- 2.13 On special occasions at guesthouse or in any of the company-chosen place, the Contractor shall be ready to undertake food arrangements as per the rate contract. If

he is asked to make any arrangement not covered in the contract, payment will be made on production of bills/self-certification.

**2.14** In case the contractor is asked to make any extra arrangement like Fruits, Flowers, Snacks, food items etc., from outside during any event or visits of VIPs, the actual reimbursement will be made towards such arrangements, on production of relevant bills, wherever possible. Wherever it is not possible to produce the source bills, the contractor will claim the amount on self-certification basis to be endorsed by the officials of BHEL. Besides reimbursing the actual cost of such arrangements, BHEL will also reimburse the transportation cost to the contractor in connection with such arrangements. Reimbursement of transportation cost will be normally limited to Auto Fare. Apart from this, BHEL will also reimburse such expenses incurred to overcome emergencies requiring the services of electricians, plumbers, doctors etc., in the interest of the smooth operations of the Guest House & Transit Flat and keeping in mind the interests of the guests. In such cases also, expenditure will be reimbursed as explained above.

2.15 The Contractor may make use of the kitchen equipment, crockery and cutlery, etc. available with BHEL. The Contractor is free to use any of the available facility for the purpose of the services included in this contract in guest house and transit flat. For any additional requirement, the Contractor may bring his own equipment.

2.16 Routine cleaning and proper handling of kitchen equipment required for food production will be the contractor's responsibility.

**2.17 All cooking fuel costs will be borne by the contractor. The contractor shall co-ordinate the booking & procurement of gas cylinders in time so as to ensure continuous availability of sufficient fuel for guest house operation.**

### **3. HOUSE KEEPING**

- 3.1 The Contractor shall provide House Keeping Services for all the rooms available in the guesthouse & transit flat and other areas like lounge, dining halls etc., of which a detailed list is provided separately.
- 3.2 The Contractor will procure all the materials required for guest amenities. This includes tooth brush, tooth paste, soap, shampoo, coconut oil sachet in all general rooms and soaps, shampoo sachets, toothbrush, toothpaste, comb, disposable razor, shaving cream, body lotion, coconut oil, shower cap, etc. to be kept in all the VIP rooms. All these items should be from amongst popular brands like Colgate/Close-Up/Pepsodent/Gillette/Lux/Cinthol/Rexona/Hamam/AllClear/Sunsilk/Head & Shoulder/Parachute.
- 3.3 The Contractor shall arrange to keep one English Newspaper i.e. Times of India/Deccan Herald/The Hindu/The New Indian Express in all the rooms and Times of India or Deccan Herald, Economic Times, India Today and Business Today in all VIP Rooms. In addition, one copy each of Times of India or Deccan Herald, Prajavani/Vijayakarnataka, Rajasthan Patrika, India Today and Business Today are to be kept in the Reception Area. Except the Reception Area for which newspapers will be procured on daily basis, procurement of newspapers for guest rooms are occupancy-based and not on regular basis. Also, type of newspaper to be procured for guest rooms will vary from time to time depending on the printed rate of the newspapers, considering which the contractor shall procure the cheapest priced newspaper from the above listed newspapers. Expenditure towards the same will be borne by the Contractor and claimed from BHEL in his monthly bill.
- 3.4 All the rooms shall be kept neat and tidy always to enable BHEL to allocate the rooms at any time.

- 3.5 Linen like towels, bed spreads, bed sheets should be changed every day in the guest rooms.
- 3.6 The Contractor shall be responsible for making the beds and clean all rooms daily. All rooms, bath rooms and toilets are to be cleaned with high quality disinfectants. Ceilings, ceiling fans, windows, glasses and furniture to be cleaned once in seven days. All the necessary housekeeping materials for the performance of services shall be procured by the Contractor periodically and claimed from BHEL as per the Rate Contract.
- 3.7 Room fresheners and deodorants facilities to be made available in all the rooms, toilets, lounges and all common toilets. They may be replenished immediately whenever required.
- 3.8 The contractor shall maintain high standards of cleanliness and hygiene throughout the guesthouse & Transit Flat.
- 3.9 The Contractor's men shall take care of miscellaneous requirements like replacement of batteries for clocks, remote units of TVs and ACs. etc. provided in the guesthouse rooms and other places. Reimbursement towards the same may be claimed from BHEL.
- 3.10 Rooms shall be regularly checked for bed, hand towel, bath towel, soap, shampoo, water, functioning of TV, refrigerators, ACs, geysers and bath room fittings, bulbs etc. and maintain regular reports.
- 3.11 The Contractor shall ensure the proper functioning of all systems in the guest house such as electrical, electronics, sanitary and water supply. Should there be any requirement of attending to emergency problems which are minor in nature, he shall arrange to call the qualified person in the respective field and get the problem solved. Expenditure, if any, towards the same may be claimed in his monthly bills.

#### **4. LAUNDRY**

- 4.1 The Contractor shall take all required steps to ensure efficient and timely laundry services for the guesthouse and Transit Flat.
- 4.2 Bed linen, towels and pillow covers should be regularly washed and kept in clean condition for use. Washing of table clothes, curtains, blankets etc., are to be carried out based on needs. Payment towards the same will be made as per the rate contract.
- 4.3 The contractor shall charge from the guests for washing and pressing of guests' clothes and collect money from the guests directly. In exceptional cases, on specific instructions from BHEL officials, the Contractor may claim expenditure incurred for washing the clothes of VIPs.

#### **5. GENERAL ADMINISTRATION**

- 5.1 Guest Occupancy Register provided by BHEL shall be kept safely. As soon as the guest enters the guest house necessary entries shall be obtained.
- 5.2 An attendance register shall be maintained for the attendance of the staff.
- 5.3 Daily boarding charts shall be maintained without overwriting for the provision of food to the guests.
- 5.4 A file shall be maintained for preserving the room reservation slips.
- 5.5 Both room rent and boarding bill books shall be maintained as required under this contract.
- 5.6 An Asset Register shall be maintained by the Contractor to ensure the safe custody of company's properties. This shall be subjected to periodical verification by the concerned authorities of the Company. Hence, the Contractor shall assume full responsibility for maintaining all movable properties of BHEL located inside the Guest House & Transit Flat. In case of any shortage, damage etc., the Contractor shall be fully liable for replacement of the same at his cost.

- 5.7 The Contractor shall get the feedback form filled from all guests without fail.
- 5.8 Statements of food provided, bills received and submitted, etc., shall be maintained by the Contractor.
- 5.9 The Contractor shall perform all catering and housekeeping work in a thorough, efficient, professional manner with due diligence and care according to industry norms and standards, in conformity with applicable local laws and regulations and Company's own procedures and instructions. The Contractor shall perform the Service to the satisfaction of the Company and if any shortcoming is found, then on instruction the Contractor shall rectify the shortcoming immediately.

**Raw material standards:** The Contractor must ensure that high quality ingredients and variety of quality vegetables are always procured for preparation of eatables. For all food preparation, refined oil with Agmark is to be used. As far as possible for all other preparations Agmark or any other standard products are to be used. The company's authorized official has the right to test the quality of food, reject any ingredient that may be found to be substandard. All raw materials used should be free from adulteration or any foreign material. The contractor should also ensure that the used edible oil is not re-used for any other cooking purpose. Periodical inspection of ingredients should be carried out and any item with lapsed expiry date should be thrown out.

**Hygiene Standards:** The Contractor must ensure the health and hygiene of the workers employed by him and ensure periodical medical checkup as per the norms of the Factories Act 1948 and OHSAS norms.

#### **Facility provided by BHEL broadly include**

1. Modular self-contained Kitchen with all necessary facilities like Gas Stoves, Cylinders, Grinder, Idli Maker, Dosa Maker, Tandoor, Refrigerators, etc.
2. Crockery and cutlery
3. Furnitures in rooms, dining halls, lounges, office rooms, etc.
4. Appliances like TV, ACs, Geysers etc.
5. Water & Electricity
6. Linen.

All the available capital equipment will be provided in "as-is", "where-is" condition. If any specific additional requirement for such equipment is raised from the Contractor's side, BHEL will decide on a case-to-case basis. The crockery and cutlery available in Guest House and Transit Flat shall be replenished once in a year against breakages/wear and tear in the normal use. The contractor shall be responsible for damage/breakdown of cookers and other kitchen appliances etc., within the first year of procurement.

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

Since BHEL has equipped the guest house with heavy duty grinders, the contractor shall not use the mixer-grinder for preparing Idli / Dosa batters. Mixer-grinder should be used only for small quantities of grinding. Similarly, the Contractor should regularly use the gas-connected Idli-Maker and Dosa Maker.

The Contractor will have full responsibility of proper upkeep, maintenance and custody of the equipment's/ vessels etc, handed over to him by the company.

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

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

## **II. PERSONNEL**

- 1. The Successful contractor shall make all appropriate arrangements for smooth running of Guest House & Transit Flat operations. Hence, he should post a team of personnel under the leadership of one well experienced Supervisor, who will be reporting to BHEL Supervisor in the Guest House.**
2. The Contractor shall maintain Qualified/Trained competent Personnel on the job to ensure smooth operation of the services as set forth in the Scope of Work and Services. This will include but not limited to:
  - a. All labor necessary to prepare and serve all meals of different cuisines including continental and to maintain the guesthouse & Transit Flat rooms etc., in total cleanliness and hygiene condition, and
  - b. All clerical, supervisory and management personnel necessary for catering and allied operations.
- 3. The Contractor shall always maintain the minimum number of personnel as detailed in Page 29. However, during any major event or visit of dignitaries, additional manpower as may be required to meet the work load, will have to be provided at no extra cost.**
4. If, at any stage during the contract period, BHEL observes that the personnel engaged by the contractor are not capable of carrying out the Catering & House Keeping Services in the Guest House & Transit Flat according to professional standards, BHEL will take steps, as it may deem necessary including termination of the contract, in the overall interests of Guest House & Transit Flat Operation.

## **CONTRACTUAL AND LEGAL OBLIGATIONS OF THE CONTRACTOR**

- 1. Contractor shall decide employees to be deployed for execution of the work awarded to him and he or his authorized representative will solely entitled to instruct such employees about the manner of carrying out the work as per the prescribed specifications in the NIT/Work Order.**
- 2. Contractor will ensure that the job is executed through his employees on his rolls and under no circumstances the contractor will deploy any**

**casual employee to carry out the job nor shall sub-contract the job without prior written permission from BHEL.**

3. **Contractor shall supervise the work allotted to him and to be carried out by his employees.**
4. **Contractor shall ensure that the employee 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.**
5. **Contractor should issue appropriate appointment letter to his employees and shall maintain appropriate records of his employees deployed to carry out the job.**
6. Contractor will be fully and solely **responsible for the good conduct of his employees**. In case of any misconduct/misbehavior by the employee, the contractor will replace such employee immediately after providing prior intimation of the same to BHEL.
7. Contractor **will keep watch on his employee and 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 on account of any act of omission and commission by the employees deployed by the contractor shall lie exclusively with him.
8. The contractor shall be **responsible for enforcing all safety regulations as applicable**.
9. The contractor shall **provide not less than three sets of uniform, one pair of shoes and two pairs of socks per year** to his employees deployed under the contract.
10. In the event of termination of contract for any reason whatsoever, the **contractor shall withdraw his employees** from the establishment of BHEL. In case, contractor decided to terminate services of his employee, **he should settle all terminal dues including retrenchment compensation**.
11. The Contractor shall ensure strict compliance to Child Labour (Prohibition and Regulation) Act 1986. The Contractor shall not engage a person below the age of 18 years or above the age of 58 years at any time for any work under this contract.
12. The Contractor shall be solely responsible for providing all requirements of his labourers, including
  - a. Payment of wages and all allowances as prescribed under relevant statutes.
  - b. Deduction, collection and payment of all taxes and statutory contributions on behalf of his employees and compliances with any other statutory requirements such as PF, ESI etc., or notifications made by any Government Authority having jurisdiction.

- c. Prompt replacement of any personnel whose performance is unsatisfactory or otherwise required by the Company.
  - d. All insurance and safety aspects including medical treatments pertaining to Contractor's employees are the contractor's liability. Hence, the Contractor should ensure mandatory group insurance coverage for a sum of Rs. 2 Lakh each for laborers posted by him in BHEL Guest House/Transit Flat.
  - e. The personnel employed by the Contractor shall be healthy in all respects and shall produce medical certificates to substantiate the same as required by the Company/Company's medical officer. Medical check-up shall be done once in six months. BHEL is at liberty to subject any personnel employed by the contractor to medical checkup by BHEL doctor / any other authorized doctor at any time.
  - f. The personnel employed by the Contractor shall be trained to handle firefighting systems, administer First Aid in emergencies etc.
  - g. In the interest of efficient operation of the guest house and transit flat, BHEL may seek change of a laborer belonging to the Contractor which he shall comply with. However, the Contractor shall not indulge in shifting his laborers from BHEL Guest House/Transit Flat to his other clients without prior information to BHEL.
13. BHEL shall have the privity of the contract with the contractor only and will give instructions to the contractor or his authorized representative. 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 an employer-employee relationship.
14. The contractor shall maintain regular contact with the designated employee(s) of BHEL and will interact on matters relating to the work, if awarded.
15. 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 days' time failing which, BHEL reserves the right to terminate the contract. In such an event, no compensation will be payable for the contractor.
16. The decision of BHEL regarding interpretation of any of terms and conditions set forth in this agreement shall be final and binding on the contractor.
17. Notwithstanding anything contained in this NIT, the contract may be terminated by BHEL without assigning any reason thereof by giving a notice of 30 days to the contractor.

### **III. DEPLOYMENT & SUPERVISION**

- 1. The contractor shall maintain necessary Qualified/Trained competent personnel in each category of work, in accordance with the rules. They should meet all the requirements and fulfill all the activities mentioned in the schedule. The personnel should have pleasing personality, courteous, be good in communication with guests and be experienced to serve guests of high levels. Hence, the contractor should engage personnel who are well versed in English, Kannada and Hindi.**

2. **IDENTITY CARD: Contractor shall provide Employment card/Identity card with photograph duly verified** and attested by the Contractor to his employees. Contractor shall **indicate the name** of the proprietary/partnership firm/Company (Contractor), **place of work, contract reference, and duration of validity in the card. The ID Cards shall be duly endorsed by BHEL. 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. All personnel of the Contractor will strictly follow the security regulations of BHEL.**
3. **CHARACTER & ANTECEDENTS VERIFICATION:** The Contractor should get the character/antecedents of each and every workmen deployed by them at the job premises, verified by the area Police Authorities before engaging and deploying them in BHEL Guest House/Transit Flat. Copies of clearance certificate from the Police Authority should be furnished to BHEL at the time of posting the personnel in BHEL Guest House/Transit Flat. If the contractor fails to produce the certificate, he shall be fully responsible for all the acts of his personnel posted in Guest House & Transit Flat.
4. The company has no responsibility whatsoever on the Contractor's employees and the Contractor will be solely responsible for supervising and managing his employees. In the event of any dispute between the Contractor and his employees, the Contractor alone will be responsible for settlement of any claim and consequences that may arise out of any such dispute, whether statutory or otherwise.
5. The Contractor will be solely responsible for the operation of the Guest House & Transit Flat under this contract. However, the operation will be monitored by the designated officials of the company. The Contractor will also ensure availability of a responsible person on round-the-clock basis for supervision and contact by the designated officials of the company.
6. The Contractor shall engage sufficient number of his competent employees, but not less than the numbers prescribed by BHEL, for running the Guest House on round-the-clock basis. Expenses on account of payment of salary / wages / providing of food / eatables for contractor's employees / Uniform / Personal Protective Equipments, and other benefits including statutory payments like PF, ESI, Leave Wages, Gratuity, Bonus, etc., to the contractor's employees shall be met by the Contractors. The Contractor shall have full control over his employees including the right to appoint, determine service conditions, discharge, dismiss, or otherwise terminate their services at any time. The Contractor shall be solely responsible for any claim arising out of employment or termination of his employees and for statutory payments.
7. The Contractor shall employ only such personnel under this contract, who are medically fit. The company has the right to direct the Contractor to remove from the premises his personnel who are found to be unfit on physical, hygienic, medical or on disciplinary grounds.
8. The Contractor shall comply with the provisions of the Contract Labour( Regulation and Abolition) Act 1970, Child labour (Prohibition & Regulation ) Act 1986, , ESI Act 1948, Employees' Compensation Act 1923, Employees Provident Fund and Miscellaneous Provisions Act 1952, Minimum Wages Act 1948, Payment of Wages

Act 1936, Payment of Bonus Act 1965, Payment of Gratuity Act 1972, Catering Establishment Act, Industrial Establishment, (National & Festival Holidays) Act 1958 and the Rules where under or any other Laws and Rules as may be applicable to the contract workmen from time to time including obtaining of license under Contract Labour (Regulation and Abolition) Act. The Contractor shall produce registers, returns and records and comply with other directions issued by the company for compliance of the statutory provisions.

9. The Contractor shall fully indemnify BHEL for any default or non-observance by the Contractor or any of his representatives of any of the provisions of the above mentioned enactments, notifications and the rules framed there under. Even though the Contractor shall be solely liable for settlement of any claim made by any person due to the non-observance by the Contractor of any of the provisions otherwise of the enactments cited BHEL reserves its rights to settle directly any amount due by the Contractor as mentioned above and to recover such amounts from any of the amounts payable by BHEL to the Contractor or in the absence of the same as debt due to BHEL by the Contractor.
10. The Contractor shall, whenever required by the company or Govt. officials authorized under the statutes, produce for inspection, all forms, registers and other records required to be maintained under various statutes.
11. The Contractor shall produce documentary evidence in proof of effecting the said statutory deductions and payments. Non-compliance with the provisions will be construed as default by the Contractor to make such payment, and payment of his bill will be withheld.
12. The company will not make any separate payment towards the expenses incurred by the Contractor for complying with the above or any of the statutory provisions regarding their employees.
13. The Contractor shall comply with all operational rules and regulations, including security & disciplinary rules framed by the company and made applicable to the whole or part of the premises, wherein the Contractor or his employees happen to be operating / working. In the event of any of the Contractor's employees violating the said rules and regulations or in any way becoming objectionable to the company, the Contractor shall remove forthwith such employees from the company's premises and indemnify BHEL for any loss on such violation of the rules and regulations.
14. Since the Guest House function is basically residential in nature and also considering the fact that the guest house and transit flats are surrounded by residential areas, the Contractor should ensure that his staff observe utmost discipline and shall not conduct themselves in a manner which obstructs the peaceful living of the surrounding residents
15. **UNIFORM: The Contractor shall ensure that all his employees turn out in clean, uniforms and shoes, at all times on duty.** The personnel shall wear caps while serving food. In case of default in wearing uniform by contractor's employees, a penalty of Rs.50 per such failure will be levied. BHEL will recover such penalty amount from the monthly bills of the Contractor.

#### **IV ARBITRATION:**

Except where otherwise provided for in the contract all questions and disputes relating to the meaning of the Scope of Work, Terms & Conditions, hereinbefore mentioned and as to the quality of service or materials used or as to any other question, claim, right, matter or thing whatsoever in any way arising out of or relating to the contract, Scope of Work, Terms & Conditions, instructions, orders or otherwise concerning the works or the execution of/ failure to execute the same whether arising during the progress of the contract or after the completion thereof shall be referred to the sole arbitration of the Head of the Unit or to the sole arbitration of some other person appointed by the Head of the Unit willing to act as such arbitrator. The case referred to arbitration shall be other than those for which the decision of the AGM-C&PR is sought, in which case her decision is to be treated as final and conclusive. The Contractor will have no objection if the arbitrator so appointed is an employee of BHEL and that he had to deal with the matters to which the contract relates and that in the course of his duties as such he had expressed views on all or any of the matters in dispute or difference. The arbitrator to whom the matter is originally referred being transferred by vacating his office or being unable to act for any reason, such Head of the Unit as aforesaid at the time of such transfer, vacation of office or inability to act, shall appoint another person to act as arbitrator in accordance with the terms of the contract. Such person shall be entitled to proceed with the reference from the state at which it was left by his predecessor.

Subject as aforesaid the provision of the Arbitration & Conciliation Act 1996 or any statutory modification or re-enactment thereof and the rules made there under and for the time being in force shall apply to the arbitration proceeding under this clause.

It is a term of the contract that the party involving arbitration shall specify the dispute or disputes to be referred to arbitration under this clause together with the amount or amounts claimed in respect of each such dispute.

The arbitrator(s) may from time to time with consent of the parties enlarge the time, for making and publishing the award.

The work under the Contract shall, if reasonably possible, continue during the arbitration proceedings.

The Arbitrator shall be deemed to have entered on the reference on the date he issues notice to both the parties fixing the date of the first hearing.

The Arbitrator shall give a separate award in respect of each dispute or difference referred to him.

The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion.

The award of the arbitrator shall be final, conclusive and binding on all parties to this contract.

## **V.PERIOD OF CONTRACT**

The contract shall commence from the date of awarding the contract by BHEL and shall remain in force for a period of two years from the date of work order issued by BHEL.

Either party shall be at liberty to terminate the agreement by giving three clear calendar months' notice in writing.

### **Risk clause.**

Notwithstanding anything contained in any other clause, BHEL reserves the right to terminate the contract without any notice as above in case of 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 or for any administrative reason. The decision of the BHEL about the failure on the part of the Contractor shall be final and binding on the Contractor.

BHEL shall be at liberty to foreclose any part of the contract for any reason whatsoever by issuing a notice of one month and tender such work to another contractor to undertake the same by itself or otherwise.

If there is any stoppage of service in any area of the Guest House operation, for any reason, the Contractor is liable for penalty action as decided by BHEL.

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 the Contractor. The additional cost, loss, if any incurred by BHEL will be recovered from the Contractor.

## **VI. Accounting and payment terms:**

- 1. Contractor has to make payment of wages to his personnel not less than those prescribed by the Government of Karnataka from time to time. The payment has to be made to individual account of labourers by means of NEFT/Crossed Cheque and the proof for the same shall be provided to BHEL. The Contractor will also issue a salary slip to individual labourer engaged by him in BHEL Guest House/Transit Flat, showing earnings and deductions. The Contractor has to ensure timely deposit of PF and ESI as per the provisions of the act. At the time of submitting his bill to BHEL for payment, the contractor has to submit the details of such payments to his workforce with proof of remitting PF, ESI etc. to make sure that the contractor has complied with the statutory provisions.**
2. The Contractor is fully responsible for the Cash collected from the guests towards Room Rent. The same has to be properly accounted with necessary paper work and money should be regularly deposited with the designated/authorized BHEL Officials in the Guest House. If any discrepancy is observed in collection of payment due to BHEL, the Contractor shall set right such discrepancies.
3. The Contractor should properly account for the food items served which may be counter checked as per the systems enforced by BHEL.

4. In case of Company Guests for whom BHEL will make payment, the Contractor should keep proper account of various claims against Food and other Miscellaneous Items. In case of making miscellaneous items by purchasing the same from outside, the Contractor should produce Bills of such purchases along with his claim. Wherever bills cannot be obtained, he should certify the expenditure separately which will be endorsed by the officials of BHEL posted at the guest house.
5. Necessary records are to be maintained by the responsible person appointed by the Contractor which is to be audited from time to time by the BHEL officials or the auditor appointed by BHEL.
6. The payment will be admitted and cleared for the quantity of food items served only and not on the quantity prepared.
7. The Contractor is fully responsible for the wastages of food items prepared at the Guest House. So, any wastage of food items will have to be borne by the Contractor.

#### **VII.Payment to the Contractor.**

The Contractor shall raise bills on completion of every month in 2 sets. Which should be duly certified by the BHEL's official at the Guest House and the payment shall be made within 30 days from the date of submission of complete bill with supporting documents. As the Company follows Electronic Fund Transfer (EFT) method only, the bidders should fill the attached EFT format and enclose it with the technical bid.

#### **VIII.SUBLETTING**

**The contractor shall not sublet, transfer or assign the contract or any part thereof without the prior written approval of the company to any other person/company/organization.**

**G.HOW TO QUOTE:** Tender documents consist of Part 'A' and Part 'B' as detailed below:

Part 'A' : Pre-qualification Bid (Technical Bid)

Part 'B' : Price Bid.

Part 'A' must be duly completed, signed by the tenderer on all the pages and sealed along with DDs towards 1) EMD and 2) Tender Fees (if document downloaded from Website) in a separate envelope superscribed **Tender No. C&PR: GH: 211:14-15 Dated: 6.12.2014 = Part 'A' Technical Bid for EDN Guest House and EDN Transit Flat**". The tenderer shall expressly accept all the terms and conditions of the tender. The tender which does not comply with BHEL's terms and conditions may be rejected as Non-Responsive. To this effect, the tenderer should sign all the pages from Page No.1 to 21 of this document and attach the same to the Part 'A' Technical Bid.

Part 'B' must be duly completed, signed by the tenderer on all the pages and sealed in a separate envelope superscribing **"Tender No.C&PR: GH: 211:14-15, Dated: 6.12.2014 = Part 'B' = Price Bid" for EDN Guest House & EDN Transit Flat**". Part 'B' - the Price Bid should not carry any condition and commercial term. Price / rate only should be quoted in clear terms in the format given by BHEL.

Both parts of the tender document viz., Part 'A' & Part 'B' should be duly filled in all respects. Any alteration, erasure or over-writing will render the tender invalid. Alteration neatly carried out and duly attested by full signature of the tenderer however may be permitted.

The tenderer should submit the tender documents intact without detaching any page or pages. Name & Address of the tenderer should be written on the sealed envelope.

Separate Sealed Covers containing Part 'A' & Part 'B' of the Tender Documents should be sent in a sealed outer cover superscribing "**Tender for Catering & House Keeping Services in EDN Guest House & Transit Flat**" to the AGM-C&PR, BHEL-Electronics Division, Mysore Road, Bengaluru-560026 so as to reach **on or before 13.00 hrs on Dated: 6.12.2014**. The tenderers who choose to personally submit the tender, may deposit the same in the **C&PR TENDER BOX No.10** kept in the Reception Area of BHEL-Electronics Division, Mysore Road, Bengaluru-560026 between 8.00AM and 4.00 PM (Monday to Friday) and from 8.00AM to 12.00 Noon on Saturdays, subject to the deadline explained above. The Receptionist may be contacted in case of problem in identifying the correct tender box. Tenders received after the specified time of their opening will be treated as Late Tenders and may not be considered. Such Later Tenders will be treated as per the Works Policy of BHEL.

For further details or clarifications, if any, the DGM-C&PR, BHEL-Electronics Division, Mysore Road, Bengaluru-560026 may be contacted over telephone **080-26998293** or at [chayapathi@bheledn.co.in](mailto:chayapathi@bheledn.co.in)

**VALIDITY OF RATES: The rates quoted should be valid for two years from the date of commencement of the contract. No request for any change in rates will be entertained during this period.**

\*\*\*\*\*

**I/We have read the General Information, Scope of Work, Terms & Conditions explicitly mentioned above from Page No.1 to Page No.21 and accept the same to execute the contract, if awarded. (Please sign at the bottom of all pages from 1 to 21 and attach the entire bunch with the Technical Bid)**

**SIGNATURE & SEAL OF THE TENDERER**

Part – A



## **Bharat Heavy Electricals Limited**

**ELECTRONICS DIVISION, MYSORE ROAD**

**BENGALURU-560026**

**PHONE : 080-26998293**

**FAX : 080-26989226**

### **PART 'A' - PRE-QUALIFICATION BID (TECHNICAL BID)**

#### **IMPORTANT NOTE:**

1. Please read “Scope and general terms & conditions” before filling up this form.
2. Attach documentary evidence wherever asked for.
3. Attach the complete set of Scope, Terms & Conditions (From Page 1 to 21) duly signed by you.
4. Complete the format in all respects with signature on each page.
5. Sealed cover superscribing the envelope **Tender No. C&PR:GH:211:14-15**  
**Dated: 06.12.2014 - Part 'A' – (Pre-qualification Bid)**” should be submitted before the due date.
6. If space provided in the format is not sufficient, please provide the information in a separate sheet, duly signing and stamping the same.
7. Those who are qualified under “Pre-qualification Bid” alone will be considered for opening of “Price Bid”.

\*\*\*\*

**Part - A**

**PART 'A' - PRE-QUALIFICATION BID(TECHNICAL BID)**

( A ) Name & Address of the Tenderer

( B ) Whether Individual or Company or Partnership Firm?

( C ) Name & address of Directors and / or Partners (in case of Company or Partnership firm) or name & address of the Proprietor (s) in the case of sole proprietorship firm. (documentary evidence to be enclosed).

( D ) Experience ( Use separate sheets wherever necessary) in Catering & House Keeping Services in Guest Houses of reputed organizations. Quotation without documentary evidence for required experience shall be rejected):

(E) Authority of the signatory to sign and authenticate the tender/bid documents?

**Part - A**

( F ) No. of employees proposed to be employed with break up details for the following (**In case your proposed manpower deployment for BHEL-EDN Guest House/Transit Flat is higher than the requirement indicated by BHEL on Page 29**)

SERVICE AREA	GUEST HOUSE	TRANSIT FLAT
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- a. SUPERVISOR
- b. HEAD COOK
- c. ASST.COOK
- d. HOUSE KEEPING BOY
- e. SERVANT FOR CLEAN-ING THE VESSELS, SWEEP-ING & SWAPPING
- f. WAITER/ROOM BOYS

( G ) Total number of persons presently employed by the tenderer in the Guest House maintenance and catering contracts:

( H ) Name of Bankers

( I ) a. Provident Fund Code No. :

b. ESI Code No. :

c. Income Tax PAN NO. :

d. Service Tax Regn. No. :

e. VAT/TIN Regn. No. :

(Please enclose copies of all above)

( J ) Whether the tenderer has been issued with a license under the Contract Labour Regulation & Abolition Act? If so, furnish the details.

( K ) Solvency Certificate (15% of the contract value of Rs.70 Lakh) issued by the Bankers, to be furnished.

( L ) Is the contractor an Income-Tax Assessee ? If so, IT Returns for the last three years ending 31<sup>st</sup> March 2014 has to be furnished.

( M ) Furnish copies of audited accounts/balance sheets of the previous three years ending 31<sup>st</sup> March 2014.

**Part - A**

( N ) Whether the Part 'B' – "Price Bid" is submitted

( O ) DD No., Date, Name of the Bank and amount towards

- a. Earnest Money Deposit:
- b. Tender Document Fee :

( P ) Any other information the tenderer may like to furnish.

(Q) If the contract is awarded, by what means do you propose to furnish the Security Deposit as explained above in the General Information sheet.

### **DECLARATION**

I / We hereby declare that the information furnished above are true to the best of our knowledge. We have enclosed necessary documentary evidence in support of the same. I / We have not been banned and de-listed by any Government Department / Financial Institution / have not been convicted by any Court of Law.

Signature  
(Name & Address of the Tenderer  
with Official Seal)

Place:

Date:

## **PART 'B' - PRICE BID**

BHEL-EDN GUEST HOUSE & TRANSIT FLAT, BENGALURU

### **IMPORTANT NOTE:**

1. Please read carefully “Scope and General Terms & Conditions” before filling up this form.
2. Complete the format in all respects with signature on each page.
3. **Fixed Services Charges towards labour cost shall be based on the wages finalized by the Government of Karnataka. So, the bidders should ensure that they pay not less than the minimum wages prescribed by the Govt. of Karnataka, including other statutory payments. Hence, the labour cost quoted by the bidders shall include the wages payable to the employees including the periodical variable DA and also the statutory payments such as ESI, PF, Bonus, Earned Leave besides minimum three sets of Uniforms, two pairs of socks and one pair of shoes per year besides incidentals like cost of food provided to the workmen employed by him in BHEL-EDN Guest House and Transit Flat.**
4. The rate quoted for catering charges should be as per the menu. The rate for each unit of food item shall include material and fuel cost only. **The labour cost for food preparation shall be covered under fixed service charges for providing manpower.**
5. The quoted rates should be valid for two years from the date of commencement of the contract. No request for change in rates shall be entertained during the contract period.
6. Standard methods, quality ingredients, fresh seasonal vegetables etc., for preparation of items and standard weight for each item should be taken into consideration while quoting the rates.
7. Sealed cover superscribing the envelope “**Tender No.C&PR: GH: 211:14-15, Dated: 06.12.2014 Part 'B' (Price Bid )**” should be submitted on or before the due date.
8. If space provided in the format is not sufficient, please provide the information in a separate sheet, duly signing and stamping the same.

**PART 'B' - PRICE BID****LOCATION AND DETAILS OF THE BHEL-  
ELECTRONICS DIVISION GUEST HOUSE**

<b>Address &amp; the location</b>	<b>:</b>	<b>BHEL-EDN TOWNSHIP Adjacent to Bunt's Sangha, Chord Road, Vijayanagar BENGALURU-560040 Phone : 080-23005900</b>
Number of rooms	:	23 – General Rooms (A/c) 04 – VIP Suites (A/c) Basement -- 3 Rooms Ground floor -- 10 rooms First floor -- 10 rooms & 4 VIP Suites
Number of beds	:	39 beds (Guest Rooms )
Dining halls	:	One General & One VIP Hall
Waiting Hall for VIPs	:	One
Kitchen	:	One
Office Room	:	One
Reception	:	One
Lounge Area	:	One
Pantry Room in Ground Floor	:	One
Store Rooms	:	Three
Toilets	:	Four
Laundry Area	:	One
Gas Cylinder Room	:	One
Electrical Panel Room	:	One

**The bidders are advised to visit the Guest House/Transit Flat before submitting their bids.**

**PART 'B' - PRICE BID****LOCATION AND DETAILS OF THE BHEL-  
ELECTRONICS DIVISION TRANSIT FLAT**

<b>Address &amp; the location</b>	:	<b>E-2, BHEL-EDN TOWNSHIP Adjacent to Bunt's Sangha Chord Road, Vijayanagar BENGALURU-560040 Phone : 080-23218698</b>
Number of rooms	:	3 – General Rooms (A/c) 1 –VIP Room (A/c) Ground Floor - 3 rooms First Floor-- 1 room
Number of beds	:	7 beds (Guest Rooms )
Dining halls	:	One
Kitchen	:	One
Store Room	:	One
Caterer's Room	:	One
Lounge	:	One

**The bidders are advised to visit the Guest House/Transit Flat before submitting their bids.**

**PART 'B' - PRICE BID****III.MANPOWER REQUIREMENT FOR BHEL-EDN GUEST HOUSE AND TRANSIT FLAT (MINIMUM REQUIREMENT. IN CASE OF MAJOR EVENTS, CONTRACTOR WILL HAVE TO ARRANGE ADDITIONAL MANPOWER REQUIREMENT AT NO EXTRA COST)**

Sl.No	Designation	GUEST HOUSE	TRANSIT FLAT
01	Supervisor	1	-
02	Cooks	1	1
03	Asst. Cook	1	-
04	Servant	1	1
05	House Keeping Boys/ Waiters	8	2
	<b>Total</b>	<b>12</b>	<b>4</b>

**PART B – PRICE BID****I. BHEL-EDN GUEST HOUSE & TRANSIT FLAT, BENGALURU**  
**ANNEXURE OF RATES**

Sl. No.	Description	Rates	
		Guest House	Transit Flat
1	Fixed Service Charges per month for providing the man power (QUOTE PER PERSON) :		
	a. SUPERVISOR (Highly Skilled)		
	b. HEAD COOK(Highly Skilled)		
	c. ASST.COOK(Skilled)		
	d. HOUSE KEEPING BOY (Semi-Skilled)		
	e. SERVANT FOR WATERING THE GARDENS & PLANTS, CLEANING THE VESSELS, (Un-skilled)		
	f. WAITER/ROOM BOY(Semi-Skilled)		
	Service Tax @		
	Total Amount in Figures:. <b>Total Amount in words:</b>		
2	House Keeping Material Charges <b>per month</b> for cleaning the premises including Branded Materials for Sweeping & Swabbing, Dusters, Toilet Cleaners, Floor Cleaners, Room Freshners, Mosquito Repellents etc. (break up details of material proposed to be used to be furnished) <b>Service Tax@</b> <b>Total Amount in Figures:</b> <b>Total Amount in words:</b>	Guest House	Transit Flat

3	<p>Guest Amenities <b>per month</b> (tooth brush, tooth paste, soap, shampoo, coconut oil sachet in all general rooms and soaps, shampoo sachets, toothbrush, toothpaste, comb, disposable razor, shaving cream, body lotion, coconut oil, shower cap, etc. to be kept in all the VVIP rooms. All these items should be from amongst popular brands like Colgate/CloseUp/Pepsodent/Gillette/Lux/Cint hol/Rexona/Hamam/All Clear/Sunsilk/Shoulder to Shoulder/Parachute. Break-up details, quality &amp; rate of material proposed to be provided to the guests may be furnished), Considering 60% Occupancy</p> <p><b>Amount in words</b></p>	Guest House	Transit Flat
4	<p>Laundry services costs (QUOTE):</p> <p>a. NAPKIN</p> <p>b. HAND TOWEL</p> <p>c. BATH TOWEL (Small)</p> <p>d. BATH TOWEL (Big)</p> <p>e. BED SHEET(SINGLE)</p> <p>f. BED SHEET(DOUBLE)</p> <p>g. BLANKET</p> <p>h. DUVET COVER (Double Cot)</p> <p>i. CURTAIN</p> <p>j. PILLOW COVER</p> <p>k. Bath Mat</p> <p style="text-align: right;">Service Tax @</p> <p style="text-align: center;">Total Amount</p> <p style="text-align: center;">Amount in Words</p>	<p>Average Qty. per Year</p> <p>160</p> <p>2640</p> <p>120</p> <p>3100</p> <p>3600</p> <p>2200</p> <p>100</p> <p>8</p> <p>300</p> <p>4300</p> <p>80</p>	<p>Rate/Piece</p>



	M. EGG OMELETTE / SCRAMBLED EGG	2 EGGS	1100	
05.	<p><b><u>LUNCH/DINNER :</u></b>  <b><u>VEG.MEALS CONSISTING OF :</u></b></p> <p>a. Soup  b. Phulka/Tandoor Roti/Poori  c. Plain rice  d. One Rice Preparation like Pulao, Biryani/Jeera Rice/Bisibele Bath etc.  e. Two Vegetable Curries from fresh seasonal vegetables/green leaves  f. Dal Fry/Dal Tadka/Black Dal  g. Samar  h. Rasam  i. Curd  j. Papad &amp; Pickle  k. One Sweet  l. Cut Papaya (8 pieces)</p> <p><b><u>A LA CARTE:</u></b></p> <p>IDLI  VADA  MASALA DOSA/UTHAPPAM  POORI SAGOO  ANY VEGETABLE SOUP  CHAPATHI/TANDOOR ROTI/POORI  VEGETABLE CURRY  VEGETABLE SALAD  VEGETABLE NOODLES  VEGETABLE FRIED RICE / PULAV/JEERA RICE/BISIBELE BATH /PONGAL ETC.  PLAIN RICE</p>	<p>PER HEAD FOR UNLIMITED QUANTITY</p> <p>EACH  EACH  EACH  3 POORIS &amp; ONE BOWL SAGOO  ONE BOWL  EACH  ONE BOWL  ONE BOWL  ONE PLATE  ONE PLATE  ONE PLATE  ONE PLATE</p>	<p>6800</p> <p>100  100  100  100  50  50  50  900  50  50  50</p>	

CURD RICE	ONE PLATE	400	
VEGETABLE BAJJI	ONE PLATE OF 4 PIECES	600	
ONION PAKODA	ONE PLATE	700	
<u>EGG PREPARATIONS:</u>			
EGG CURRY	ONE BOWL	1100	
EGG FRIED RICE/BIRIYANI	ONE PLATE	50	
JAMOON/CARROT HALWA/PAYASAM	ONE PLATE	50	
ICE CREAM(OF APPROVED BRAND LIKE ARUN, KWALITY)	ONE SLICE	200	
CUT FRUIT (MIXED)	ONE PLATE OF 8 PIECES	200	
<b><u>BUFFET LUNCH/DINNER:</u></b>			
A.Vegetable Soup			
B.Phulka/Tandoor Roti/Poori			
C.Plain rice			
D.One Rice Preparation like Pulao/ Biryani/Jeera Rice/Bisibele Bath etc.	25 – 50	6	times a year
E.Vegetable Curry or Palya or Saagu from fresh seasonal vegetables/green leaves	PERSONS		
F.Malai Kofta/Mutter Paneer/Navrathan Korma			
G.Dhal Fry/Dal Tadka/Black Dal			
H.Sambar	50-100	2	times a year
I.Rasam	PERSONS		
J.Curd			
K.Veg.Salad			
L.Papad & Pickle			
M.One Sweet			
N.Cut Fruit			
O.Ice Cream (One Slice)			
<b>Service Tax @</b>			
<b>Total Amount</b>			
<b>Amount in Words</b>			

**PLEASE NOTE:**

1) AVERAGE QUANTITIES INDICATED ABOVE ARE ONLY BROAD GUIDING FACTORS AND SHOULD NOT BE CONSIDERED AS COMMITMENT.

2) MENTION THE RATE OF TAXES WHICH ARE APPLICABLE, SEPARATELY.

ANNEXURE-1**Certificate by Chartered Accountant on letter head**

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

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

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

**(Strike off whichever is not applicable)**

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

Or

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

Date:



(Signature)

Name -

Membership number -

Seal of Chartered Accountant

**ANNEXURE-2****Electronic Funds Transfer (EFT) OR  
Paylink Direct Credit Form**Please Fill up the form in **CAPITAL LETTERS** only.

TYPE OF REQUEST(Tick one): \_\_\_\_\_ CREATE \_\_\_\_\_ CHANGE

BHEL Vendor / Supplier Code:

Company Name :

Permanent Account Number(PAN):

Address

City: \_\_\_\_\_

PINCODE \_\_\_\_\_

STATE \_\_\_\_\_

Contact Person(s)

Telephone No:

Fax No:

e-mail id:

Bank Name:

Bank Address:

Bank Telephone No:

Bank Account No:

Account Type: Savings/Cash Credit

9 Digit Code Number of Bank and branch  
appearing on MICR cheque issued by Bank

Bank swift Code(applicable for EFT only)

Bank IFSC code(applicable for RTGS)

Bank IFSC code(applicable for NEFT)

I hereby certify that the particulars given above are true, correct and complete and that I, as a representative for the above named Company, hereby authorise BHEL, EDN, Bangalore to electronically deposit payments to the designated bank account. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold BHEL/ Transferring Bank responsible. This authority remains in full force until BHEL-EDN Bangalore receives written notification requesting a change or cancellation.

I have read the contents of the covering letter and agree to discharge the responsibility expected of me as a participant under ECS / EFT.

Date:

Authorised Signatory:

Designation:

Telephone NO. with STD Code

Company Seal

**Bank Certificate**

We certify that \_\_\_\_\_ has an Account No \_\_\_\_\_ with us and we confirm that the bank details given above are correct as per our records.

Date:

(.....)

Place:

Signature

**Please attach the completed form along with a blank cancelled cheque or photocopy thereof to the DD towards EMD.**

