

**BHARAT SANCHAR NIGAM LIMITED**

(A Government of India Enterprise)

TIRUNELVELI TELECOM DISTRICT

Bypass road, Vannarpet, Tirunelveli 627003

TENDER FOR HOUSE KEEPING WORKS IN THE OFFICES,  
TELEPHONE EXCHANGES, STAFF QUARTERS, INSPECTION  
QUARTERS AND OTHER FIELD UNITS IN

TIRUNELVELI SSA

TECHNICAL BIDS

(Not Transferable)

**TENDER NO: TVL /E-7/WK contract/ House keeping /2009-2010**

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Order document serial no:

Issued To:

Issued By:

Cost : Rs.520/-

(including Sales Tax)

When a down loaded application form is sent, a DD for Rs.520/- being the cost of the Tender form drawn in the name of Accounts Officer (Cash) % GM BSNL Tirunelveli -3 payable at Tirunelveli should be enclosed with the filled in tender forms.

**BHARAT SANCHAR NIGAM LIMITED**  
(A government of India Enterprise)  
Office of the General Manager, Telecommunications  
Bypass Road , Vannarpet Tirunelveli 627 003

**NOTICE INVITING TENDER**

E-7/Wk. Contract/House keeping/2009-2010/1 dated at Tirunelveli-3 the 24-09-09

**FOR AND ON BEHALF OF CMD, BSNL**, The General Manager, BSNL, Tirunelveli invites **sealed tenders** from eligible registered firms and contractors for carrying out House keeping works in the offices, telephone exchanges and other field units of **Tirunelveli SSA** on work contract basis. The cost of tender form is Rs.520/-. The documents can be had from SDE(PG) O/o GM, BSNL, Tirunelveli -03. For downloading tender documents and further details please visit our web site <http://www.tamilnadu.bsnl.co.in>

Those who are down loading the tender forms from the web site should send a crossed DD payable at Tirunelveli for Rs. 520/- drawn in favour of Accounts officer (cash) O/o GM., BSNL., Tirunelveli along with their filled in application form.

Tender No	Name of Work	Cost of tender form (Non-refundable)	EMD	Sale of tender Form	Last date for receipt of tender	Opening of Tender
TVL/E7/Wk.Contract /House Keeping/2009-10	Office Assistance Works	Rs. 520 (including Sales Tax)	Rs.5,000	24.09.09 to 08.10.09	1500 hrs on 08.10.09	1530 hrs on 08.10.09

The cost of the tender form shall be payable to the AO (Cash) in this office between 1000 hrs and 1300 hrs on working days. Tender document can be obtained from the Sub Divisional Engineer (PG) of this office between 1000 hrs and 1500 hrs on the above specified dates on written request and on production of receipt towards payment of cost of tender form. Money order/ cheques/ Demand draft for the cost of the tender form will not be accepted. The tender form fee is not refundable. On finalization of the tender, Security deposit based on the estimated cost of the work to be awarded as may be decided by the General Manager shall be payable by the successful tenderer. Clarifications, if any required may be obtained from SDE (PG).

In case date of tender opening is a declared closed holiday for this office the last date for receipt of filled in tender form and the date for opening the tender shall stand postponed to the next working day of this office.

BSNL does not bind itself to accept the lowest or any other tender, and reserves its right to reject any or all of the tenders received without assigning any reason.

**General Manager, Telecom  
Tirunelveli**

## RT II GENERAL TERMS AND CONDITIONS OF THE TENDER

1. Submission of tender should bind the tenderer to the acceptance of all the terms and conditions attached to the tender and the tenderer shall always abide by these terms and conditions. The tenderer shall not modify these terms and conditions or bring in fresh terms and conditions or submit conditional tender. Any such deviation shall render the tender invalid. The tenderer must, therefore, carefully read all the terms and conditions and, understand the specifications of the work to be carried out and adhere to the instructions given in the tender document before filling up the tender schedule and offer his quotations.

The following terms, wherever referred to in this tender document, shall mean as shown hereunder:-

- (a) “Accounts Officer” means “ The Accounts Officer (Cash), BSNL, office of the General Manager, “ Tirunelveli Telecommunications District” or any other BSNL officer duly authorized by the Accounts Officer on his behalf.
- (b) “BSNL” or “Company” means “Bharat Sanchar Nigam Limited” which is a Government of India Enterprise. The term includes the General Manager, BSNL, Tirunelveli Telecommunications District or the officers of BSNL, authorized in this behalf
- (c) “Contract” denotes the accepted tender for which orders of Final Acceptance of Tender have been issued.
- (d) “Contractor” denotes the successful tenderer who has paid the security Deposit and executed the prescribed Agreement with BSNL after acceptance of his tender by the BSNL and orders of Final Acceptance of Tender thereto has been issued in his favour.
- (e) “Demand Draft” or “DD” means any Demand Draft or Banker’s Cheque drawn on any nationalized or scheduled bank in favour of the Account Officer and payable at Tirunelveli. The instrument should have been crossed “Account payee only”.
- (f) “General Manager” means “General Manager BSNL Tirunelveli Telecommunication District” and the officers authorized by the General Manager in this behalf.
- (g) “Jurisdiction” in the context of the “General Manager” or “Tirunelveli Telecom District” means Tirunelveli secondary switching Area which coincides geographically with Tirunelveli Revenue District.
- (h) “Receipts” denotes the receipts in the BSNL form No ACG-67 issued by the Accounts Officer in proof of cash or Demand Draft received and accounted for by him.
- (i) “Relative” means father, mother, husband, wife, son, son’s wife, daughter, daughter’s husband, brother, brother’s wife, sister, sister’s husband and members of a Hindu Undivided Family.

Signature of the tenderer

- (j) “Tender Document” means these pages and, includes and comprises of all the pages, enclosures, annexures, appendices, statements, declarations, tender sheet, rate sheet, notice inviting the tender, maps, drawings, schedules, and any other instructions, terms and conditions specific to the tender referred to therein. In other words, it denotes the entire contents of the tender cover to cover. The tender document is not transferable to tenderers other than in whose name it has been issued.
- (k) “Validity Period” means in the context of the Contract shall be one year from the date of issue of orders of Final Acceptance of Tender or such extended period thereafter as may be decided and ordered by the company unless otherwise provided for in the tender document.
- (l) “Wax Sealed” means sealing with wax the envelope or envelopes containing the bid document and imprinting the impression of the personal seal of the tenderer onto the surface of the sealing wax so as the guard against access to the bid document inside the envelope after bid envelope is closed by the tenderer. Common articles of everyone’s use like coins etc., shall not be used in place of seal for wax sealing. Alternatively the envelope shall be sealed securely with packing PVC tape at the discretion and risk of the tenderer. The packing PVC tape should be of standard quality of firm fix sealing not admitting access for manipulation to the envelope or to its content without leaving visible mark of such manipulation on the envelope. The Tender Opening Authority shall have powers to refuse to open any tender which has not been securely sealed with wax or PVC packing tape as described herein.
- (m) “Work” means the contractual services for which the tender has been called for as notified in the notice inviting the tender and defined in the tender document. The quantity of work, supplies or services ordered may vary from the estimated quantity as notified in the tender document and shall be based on actual requirements.

Any money payable on account of this tender, including Cost of the Tender Document, Earnest Money Deposit and Security Deposit, shall be paid to the Accounts Officer either in cash or by crossed Demand Draft between 1000 hours and 1300 hours on any of the working days during the notified period and receipts therefor shall be obtained from the Accounts Officer immediately on, tendering such money. Payment by cheques, money order, postal order, or by any other mode or by way of adjusting credit available with the BSNL on account of any earlier payments shall not be accepted. Such of the above receipts of money shall not carry any interest liability under any circumstances including on account of delay in its refund, wherever such refund is prescribed under this tender Bank Guarantee from a nationalized or scheduled bank, or Fixed deposit of money wholly pledged to the Accounts Officer with any nationalized or scheduled bank, in either case, for a period of not less than eighteen months or for the validity period of the contract plus six months, whichever period is longer, is also acceptable in lieu of Security Deposit.

The Earnest Money Deposit shall be refunded to the unsuccessful tenderers within twenty-one days of issue of orders of Final Acceptance of Tender. The successful tenderer shall have the option to adjust the Earnest Money Deposit towards the Security Deposit payable by him or take refund of it after payment of the full Security Deposit.

Signature of the tenderer

He shall pay the prescribed Security Deposit (10 % of tendered rate ) or, furnish the Fixed Deposit Receipts or Bank Guarantee, as the case may be, within seven days of issue of the orders of Final Acceptance of Tender, failing which the Final Acceptance of Tender shall automatically stand cancelled and the Earnest Money Deposit shall be forfeited to the Company without any notice to that effect to the tenderer. The Earnest Money Deposit and the Security Deposit shall be forfeited to the Company in case the successful tenderer backs out at any time, or fails to comply with or neglects to satisfactorily perform the tendered work or violates any of the terms and conditions of the tender. No appeal shall lie on any authority against such cancellation of Final Acceptance of Tender or forfeiture of Earnest Money Deposit and / or Security Deposit.

Any money falling due from the tenderer shall be paid to the Accounts Officer and receipt obtained therefor within seven days of demand for payment of such dues issued by the BSNL. Should there be delay in making such payments, the Security Deposit or any other money due to the defaulter from the BSNL shall be adjusted against such unpaid dues.

The Security Deposit will be refunded to the Contractor after satisfactory completion of the tendered work in all respects and after expiry of the prescribed warranty or guarantee or any other such future period prescribed in the tender and after deducting any money due to BSNL from the Contractor on any account including liquidated damages levied or, loss or damage suffered by BSNL on its assets or stores or reputation due to omissions and commissions on the part of the Contractor or due to any reason attributable to the deeds or misdeeds of the Contractor.

Only those Companies, Firms or parties who have sufficient past experience of having successfully and satisfactorily carried out the nature of work tendered for shall be eligible for taking part in the tender;

A person serving in BSNL or MTNL or his relatives, or a Company, Firm or party who has a relative of any of the Directors of the Company, partners of the firm or proprietors of Company or Firm, or individual tenderer serving in the BSNL or MTNL, shall not be eligible to take part in the tender.

The tender submitted shall remain open for acceptance upto 180 days from the date of its opening and the price or rate quoted in the tender shall remain firm and valid for Work Orders which the BSNL may place on the Contractor throughout the validity period of the Contract. No variation in the accepted price or rate shall be allowed to the detriment of the interests of the Company during the validity period of the contract.

The General Manager BSNL Tirunelveli reserves the right to (a) reject any or all tenders without assigning any reasons, (b) select one or more tenders, (c) cancel this tender at any time, (d) have a separate contractor away from this tender. The decision of the General Manager, BSNL Tirunelveli, on any matter connected to this tender is final, binding and his decision shall not be questioned in any court of law.

Signature of the tenderer

In the matter of settling any claim for cost of loss, damage or expenses to which the BSNL may be put by reasons of default or negligence of the Contractor, decision of the General Manager, Telecommunications, Tirunelveli communicated to the Contractor in writing shall be final and binding.

BSNL has the right to terminate the contract either partly or fully at any stage by giving seven days notice in writing to that effect and without assigning any reason. BSNL shall not be liable to pay any compensation to the Contractor against any loss or damage suffered by the Contractor due to execution or termination of the Contract.

The contractor shall be responsible for the payment of wages to every persons engaged by him, with paid weekly off, EPF, ESI, etc., should be paid against the actual worker. The payment to the employees ,remittance of EPF subscriptions, ESI subscriptions ,Service Tax etc should be made before 5<sup>th</sup> and the contractor will claim the bill along with the proof for the said payments. Payment to the employees to be made by cheque only before 5<sup>th</sup> of every month. Incase any person engaged by him is not willing to have the payment through cheque, a letter to this effect should be obtained & sent to this office , such payments may be made by cash. The contractor shall be liable to meet and fulfill the provisions of the Contract Labour Regulation and Abolition) Act, 1970 or Workmen Compensation Act or Acts relating to Minimum Wages, Employees Provident Fund, Employees State Insurance Act Payment of Bonus, Prohibition and Regulation of Child Labour and any other Act or statutory provisions of the Central or State Governments or of local bodies which may be attracted by virtue of the execution of the tendered work, BSNL shall not accept any liability or responsibility towards any action, including administrative , penal and legal, or payment of compensation that might arise out of the provisions of such Acts and statutory provisions vis-a-vis execution of the tendered work by the Contractor. In case the Contractor fails to fulfill any of these statutory provisions and consequently it happens that BSNL has to meet such requirements of these Acts or statutory provisions in the capacity of Principal Employer, BSNL shall make good such requirements out of money due and payable to the Contractor. The Contractor shall meet all liabilities for medical treatment of his workmen for the injury, if any sustained in the course of employment. The Contractor should not wait for BSNL's payment to pay to his staff.

a) The Contractor shall be liable to meet and fulfill the provisions of EPF & Misc. Provision Act. 1952 & Employees Provident Fund Scheme 1952.

b) The Contractor should ensure that each claim bill must accompany the(i) list showing the details of labourers/ employees engaged (ii) duration of their engagement (iii) the amount of wages paid to such labourers/ employees for the duration in questions, (iv) amount of EPF contributions (both employer's & employee's contribution) for the duration of the engagement in question, paid to the EPF Authorities (v) Copies of authenticated documents of payments of such contribution to EPF authorities and (vi) a declaration from the contractors regarding compliance of the conditions of EPF Act 1952.

c) The proof of having registration with EPF Commissioner and EPF Code Number obtained should be submitted along with the bid document.

Signature of the tenderer

Tenderers must fill in all the columns of the tender document legibly and complete to the point and sign all the pages of the tender document including profile of the tenderer and rate sheet, failing which the tender shall be summarily rejected.

Tenders not wax sealed in accordance with clause 2(1) above shall not be accepted and if such a tender is received by BSNL, it will not be opened. Appropriate personal seal shall be used by the tenderer to wax-seal the tender and a wax impression of the seal shall be affixed on the tender form. Common articles such as coins etc., shall not be used in place of seal for wax sealing

Tender shall be submitted only in the original tender document purchased from the BSNL. The Tender document should be submitted without any tampering made to the tender document or to its contents.

Rate should be quoted in both words and in figures. In case of any ambiguity or incomprehensive discrepancy in the rates shown on the tender offer, the rate quoted in words shall be taken for the purpose of evaluation of the tender.

Two bid systems viz. Technical Bid and Commercial Bid shall be followed. The Technical Bid shall consists of details of tenderer's profile indicating the capability and unconditional acceptance of terms and conditions including technical specifications, besides documents detailed in clause (17) below. The Technical Bid shall be placed in an envelope duly wax-sealed and super scribing the cover with " Technical Bid for Tender No. TVL /E-7/Work contract office assistance/2009-10 ". The Commercial Bid shall consist of only the Rate Sheet of the tender document duly filled and signed by the tenderer. The Commercial Bid shall be placed in another envelope duly wax sealed and super scribing the cover with "Commercial Bid for Tender No. TVL /E.7/Work.contract office assistance/2009-10". Both the wax – sealed envelopes containing (a) the Technical Bid and (b) the Commercial Bid shall be placed in a separate cover and superscribed "Tender for Tender No TVL /E.7/Work contract office assistance/2009-10 ". The name and address of the tenderer shall be legibly mentioned on all these three envelopes. The cover, containing the Technical Bid and the Commercial Bid, shall also be wax – sealed and sent to Sri C.Balasubramanian, Assistant General Manager (OP) Fifth Floor, Office of the General Manager, Telecommunications Bypass Road, Tirunelveli 627003. So as to reach him on or before the time and date for receipt of the tender as prescribed in the notice inviting the tender. The tender may also be deposited in the Tender Box available in the chamber of the Asst. General Manager (OP), Fifth floor, in the office of the General Manager. Any tender received after the stipulated time and date for closing of tender shall be rejected and returned unopened to the bidder. Tenders not conforming to the above three wax-sealed cover procedure shall be summarily rejected.

Documents to be submitted with the Technical Bid are as under:-

- (a) Attested copy of Income Tax Return filed for the latest assessment year / PAN Number
- (b) ACG 67 receipt issued by the Accounts officer towards payment of EMD,/Demand Draft in original drawn in favor of to Accounts Officer (Cash) % GM BSNL Tirunelveli -03 payable at Tirunelveli.

Signature of the tenderer

- (c) Attested copy of Experience Certificate in carrying out house keeping services. A valid experience certificate issued by the competent authority not below the rank of AGM /EE/DE of a PSU/Central/State government organization for satisfactory performance of the contract on house keeping services for at least one year . The experience certificate should contain the nature of work/Service rendered by them, period of contract etc.,preferably, work order/Final Acceptance tender issued by the tender awarding company may also be establish the bonafides of the tenderer.
- (d) (i) In case the tender document is signed by an authorized Director or representative of the Company, attested copy of the Company's Resolution authorizing the signatory to sign the tender document.  
(ii) In case the tender document is signed by one of the Partners of the Partnership concern or by an authorized representative of the partnership firm, consent letter signed by all the partners of the partnership firm authorizing the signatory to sign the tender document.  
(iii) In case the tender document is signed by an authorized representative of the individual tenderer, attested copy of the power of attorney authorizing the signatory to sign the tender document.
- (e) Declaration signed by the signatory of the tender document in the proforma attached to the effect that no relative of the tenderer or any of the Directors of the tendering Company or any of the Partners of the tendering firm is working in BSNL.
- (f) Attested copy of Sales Tax registration in case of works involving supply of stores, materials and other commodities (i.e. work other than pure labour)
- (g) Proof for Registration with Labour Commissioner (Central) to issue licence for engaging labourers.
- (h) Attested copy of Labour License, in current, issued under Labour Act.
- (i) Attested copy of EPF code registration (within Tamilnadu)
- (j) Attested copy of ESI code registration (Local Jurisdiction)
- (k) Solvency certificate issued by a schedule bank for the value of Rs. 5,00,000 /- (five lakhs)
- (l) Attested copy of Proof of having registration with EPF Commissioner and EPF code number obtained should be submitted along with the bid document.
- (m) Attested copy to Proof of having registration with central excise authorities and valid service tax registration number obtained should be submitted along with bid documents.

At the tender opening hour, the tender opening authority shall open all the tenders received upto the time specified in the notice inviting the tender in the presence of tenderers or one representative per tender who has been authorized in writing by the signatory of the tender document, who are present at the tender opening venue at that time. On opening all the tenders, the tender opening authority shall segregate the technical and commercial bids. The technical bids shall be opened at the first instance and the technical bids shall be evaluated on the same day or some other day. The eligibility of the tenderers shall be determined by the tender evaluating authority based on the documents produced in the Technical Bid. The tender evaluating authority shall then open the Commercial Bids on the same day or some other day of only such of those tenderers whom the tender evaluating authority has found eligible as per the Technical Bids and as per the eligibility criteria stipulated in the tender document. The evaluation of the Commercial Bids shall be on the basis of the rates quoted by the tenderers. BSNL reserves the right to make post tender negotiations with L-1 tenderer, and also to accept or to reject any or all the tenders, in part or in full, without assigning any reason and is accordingly not bound to accept the lowest offer. BSNL may also offer the work to more than one Contractor.

Signature of the tenderer

In case of delay in execution of the work to the satisfaction of BSNL, liquidated damage shall be imposed on the Contractor at the rate of 0.5 per cent per week of delay beyond the time limit prescribed as per the Work Order on the cost of the work satisfactorily completed. The liquidated damage shall be recoverable either from pending bills or from any other money becoming payable to the Contractor. The maximum LD leviable shall be ten percent of the cost of the work satisfactorily completed.

BSNL reserves the right to terminate the Contract at any time and at any stage without notice and without assigning reasons therefor.

The Tender shall be rejected straightaway without any notice, should existence of an attempt or endeavor, either direct or indirect, overtly or covertly, by the tenderer or on his behalf, to influence BSNL or non-BSNL authorities, to secure any interest either for the tenderer himself or for other come to notice of the BSNL.

The rates quoted shall be the composite rate inclusive of all costs, overheads, duties, octroi or any other known or unknown cost or charges that might have a bearing on the tendered work, unless instructed otherwise in the tender document.

Service taxes should be quoted extra and proof for service tax registration should be enclosed.

Statutory recoveries such as Income Tax etc., shall be recoverable from the bills of the Contractor at the prescribed rates.

The house keeping units requirement may increase/decrease, wherever necessary depending upon the requirements of the field officers, and the tenderer should be in a position to supply/reduce the required house keeping units during the validity of tender period. Also, the BSNL Tirunelveli can reduce the ordered manpower units in case of closure of units or if there is reduction in BSNL's requirement.

The bill shall be passed for payment at the earliest to the extent of satisfactory completion of the work after it is certified by the field officers concerned who issued the Work Order and duly countersigned by the Controlling Officers. The Contractor shall be liable to pay back, even at any later date or stage, any excess amount paid to him in the course of processing of his bills. The Company shall allow arrear claims of bills in case the earlier bills preferred by the Contractor and paid for the work was inadvertently claimed for a lesser amount than the value of actual satisfactory completion of the work provided the arrear claim is preferred by the Contractor with required evidence for the short claim within the period of preservation of bills and records prescribed under the rules of BSNL. The service tax registration number and PAN number should be indicated in the claim bill.

i) The contractor must ensure the payment of service Tax collected from BSNL, to the central excise authorities, periodically and enclose appropriate evidence thereof to the claim bill.

Signature of the tenderer

Failure on the part of the Contractor to execute and complete the work to the satisfaction of the BSNL as per the specifications contained in the Work Order within the time allowed shall render the Contract cancelled without prejudice to any administrative or legal action against the defaulting Contractor for losses or damages suffered by the BSNL for reasons attributable to the Contractor. This is in addition to forfeiture of Earnest Money Deposits and / or Security Deposit. Such failure may lead to blacklisting of the Contractor depending on the gravity of the failure on his part.

BSNL reserves the right and option to extend the contract for a longer period after giving advance intimation in writing to the Contractor and in such a contingency the Contractor shall automatically become liable to fulfill the terms and conditions of the Contract during such extended period also.

Quality of material supplied shall strictly conform to the specifications detailed in the tender document. Should there be any discrepancy in their quality on inspection by BSNL, the item shall be rejected at the tenderer's cost and expense.

The Contractor shall not assign, sub-contract or sublet the whole or any part of the work covered by the contract to any other individual or Company or Firm.

In the event of a Contractor being declared bankrupt or otherwise insolvent by a competent Court of Law or by any other legally constituted authority the contract shall be terminated and the Security Deposit shall be forfeited to the Company without prejudice to preferring claims with the Official Receiver for loss or damage incurred by the Company and without prejudice to any right or action or remedy which has accrued or will accrue thereafter to the Company.

The Company may, at any time or stage, cancel and terminate the Contract, or omit the execution of one or more items of work or apart or portion of the work under the Contract, at its option, by issue of a written notice to the Contractor, in which event the Contractor shall be entitled to payment for the satisfactory work done upto the time of such cancellation.

The Company may rescind the Contract under any or all of the following conditions and circumstances:

- (a) If the contractor commits breach of any item or clause of the terms and conditions of the tender document, contract and /or agreement.
- (b) If the contractor suspends or abandons the execution of the work.
- (c) If the Company comes to the conclusion that the work could not be completed by the due date for completion or if the contractor had already failed to complete the work by that date.
- (d) If the contractor fails to comply with the instruction or directions of the officer-in-charge of the work to rectify or replace any defective work within specified time limit.

Upon rescission of the Contract, the Security Deposit of the contractor shall be liable to be forfeited and the Security Deposit, Bank Guarantee or Fixed Deposit shall be absolutely at the disposal of the Company.

Signature of the tenderer

- a) When a dispute arises between the BSNL and the Contractor at any stage and on any account which could not be decided by the provisions of these tender document or the agreement executed by the Contractor, the dispute shall be referred for arbitration to the Chief General Manager, Tamil Nadu Telecom Circle, Chennai –2 who shall appoint an Arbitrator to decide the dispute. The appointment of such Arbitrator shall not be questioned by the Contractor on the ground that the Arbitrator belongs to the Company. The provisions of the Arbitration and Conciliation Act, 1996 or any statutory modification or enactment thereto and the rules there under in force shall apply to the Arbitration proceedings under this clause.
- b) Even during the Arbitration, the work shall not be stayed or stalled because it pertains to essential public utility service. The Company reserves the right to get the work completed through any other Contractor at the risk and cost of the Contractor.
- c) While submitting the bills, the agency should indicate their PAN and Service Tax Registration number and produce the following certificate with list (Annexure L) of employees employed by them for the House Keeping / Conservancy services for the month and their contribution towards EPF and ESI.

**Annexure - L ( Details of payment along with copy of challans)**

Name and address of the labour engaged	Wages paid in Rs.	EPF No. Allotted	EPF amount due & paid (Employer's portion & Employee's portion)/Date of payment	ESI No. allotted	ESI amount due & paid in Rs. /Date of payment	Net amount paid to the labour in Rs.	Remarks

**MEMERY**

Date of payment made to the employees :  
Date of payment for EPF subscription along with the copy of Challan :  
Date of payment to ESI :  
Date of payment of Service Tax :

**certified that I have remitted the monthly subscription of employees ' Provident Fund & employees' State Insurance to the workers employed by me in Bharat Sanchar Nigam Limited office/ Exchange Tirunelveli SSA for work for month."**

Signature of the tenderer

**PART III: INSTRUCTIONS SPECIFIC TO THE TENDER FOR HOUSE KEEPING –  
TENDER NO TVL / E 7/WK- CONTRACT house keeping/ 2009-2010**

Two bid system viz. Technical bid and Commercial Bid shall be followed. See paragraph 16 of part II – General Terms and Conditions of the Tender.

This tender document contains the following: -

- a) TECHNICAL BID containing -
  - Part I : Notice Inviting Tender dated 24-09-09
  - Part II : General Terms and Conditions of the Tender
  - Part III: Instructions specific to the tender
  - Part IV: Specifications of the Works to be performed
  - Part V : Profile of the Tenderer
- b) COMMERCIAL BID containing only the Rate Sheet of the Tender.

**3. SUBMISSION OF TENDER**

3. Instruction contained in paragraph 16 of the Part II – General Terms and Conditions of the Tender about two-bid system shall be followed in submitting the tender. Documents detailed in paragraph 17 of the Part II – General Terms and Conditions of the Tender and those detailed in paragraph 2(a) and 3 above shall form part of the Technical Bid. The documents of Technical Bid shall be placed in a sealed cover superscribed “ Technical Bid for Tender No TVL/E7/WK-Contract House keeping /2009-2010”. The Rate Sheet of the Tender shall be placed in a separate sealed cover superscribed “Commercial Bid for Tender No. TVL /E7/WK-Contract House keeping/2009-10”. Both the sealed covers containing the Technical Bid and the Commercial Bid shall be placed in a separate sealed cover superscribed “ Tender for Tender No TVL /E7/WK-Contract House keeping/2009-10 ”. All these three covers shall bear the name and address of the tenderer written on them and shall be sealed in accordance with paragraph 2(1) of Part II- General Terms and Conditions of the Tender. The sealed cover containing the two bids shall be addressed to Sri C.Balasubramanian, AGM (OP), office of the General Manager, Telecommunications, Bypass Road Tirunelveli 627003 by registered post with acknowledgement due or dropped in the tender box specifically kept for the purpose in the chamber of the said AGM (OP). By either means, the tender should reach the AGM(OP) before the stipulated date and time for receipt of the tender as notified in the Notice Inviting the Tender.

Rate for the work shall be quoted in the commercial bid on WORK CONTRACT BASIS for a complete calendar month, irrespective of the number of days in the calendar months i.e, 28,29,30 or 31. The rate shall not be quoted on daily, weekly or any other periodic basis. The rate quoted shall be inclusive of all the elements of payments applicable to the tendered work including wages and allowances, taxes, duties, PF contribution, insurance premia, uniform expenditure, similar other statutory and non-statutory expenditure, overhead charges besides cost of materials required to carry out the tendered work and exclusive of service tax element which is applicable as per law in force. No separate payment other than the rate quoted in the Commercial Bid shall be payable by BSNL to the contractor under any circumstances. However service tax as applicable shall be shown separately.

Signature of the tenderer

PAYMENT OF BILLS

Bills for the work executed in each completed calendar month shall be submitted by the approved tenderer in duplicate for each zone to the zonal Officer concerned. Individual certificate from the officer-in-charge of each unit in that zone for the satisfactory completion of the work shall be obtained for the relevant month and attached to the bill. The certificate shall be countersigned by an officer not below the rank of SDO/SDE in case the certificate is issued by an official of lesser rank. The bill shall be scrutinized by the Zonal Officer based on the Unit certificates and forwarded to the AGM(OP.) duly countersigned by the Zonal Officer as to the bonafides and correctness of the claim. AGM(OP) shall scrutinize the claim for its bonafides and correctness and process the bill for obtaining the pass order from the competent authority. Statutory deductions like Income Tax and any other dues recoverable from the contractor shall be made from the bill before effecting payment.

5. (a) The contractor shall ensure the payment of wages to every person engaged by him before 5<sup>th</sup> of every month without waiting for the bill payment.

AGREEMENT

The successful / approved tenderer shall enter into an agreement with the General Manager inline with the terms and conditions of the tender before final acceptance of the tender.

PENALTY FOR UNSATISFACTORY SERVICES

Penal deduction towards unsatisfactory service or for non-performance of any work allotted, as may be assessed by the BSNL officers, shall be made from any money due to the contractor. The quantum of penalty as fixed by the General Manager shall be final and binding on the tenderer. No appeal shall lie on any other authority on such quantum fixed by the General Manager.

WORKING HOURS

Working hours shall be fixed by the officer-in-charge of the respective building / unit where the work is carried out in concurrence with the Zonal Officer concerned.

PERIOD OF TENDER

The initial period of the tender shall be one year which shall be extendable further for specific period, not exceeding eighteen months, at the sole discretion of the General Manager.

RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall undertake recruitment of sufficient workforce, training, appointment, payment of wages to them and all other statutory requirements in connection with employment of work force which he would provide to the BSNL in execution of the tendered work. BSNL shall not be responsible for any labour or other dispute arising out of such workforce and its employment.

The Contractor shall deploy only such of those personnel who possess sufficient experience in the work. The Character, antecedent and integrity of the work force shall be got verified by the Contractor and only those personnel who have exemplary character and antecedent and whose integrity is above board shall be detailed on the work. The Contractor shall be responsible for any loss or damage caused by his workforce to the BSNL, its men, material, machinery, assets, properties reputation or image.

The Contractor shall not assign, sublet or sub-contract the work to others.

The Contractor shall take care that the work does not fall into the hands of unauthorised persons. The Contractor shall be responsible to ensure that the security of BSNL is not vitiated by or through his workforce.

The Contractor shall be responsible for meeting all the requirements of the statutory provisions of the Central and State Governments, the local bodies, like Industrial Dispute Act, Workmen Compensation Act, Provident Fund Act, Minimum Wages Act, Employees Insurance Act, Contract Labour (Regulation and Abolition) Act, or such statutory or local provisions in respect of the tendered work and the work force. He shall adhere to all such requirements besides maintaining records, registers statements, statistics, data etc., required under the statutory provisions.

Should there be a demand to that effect at any time from BSNL, the Contractor shall immediately withdraw individual personnel and replace them by substitutes as per the requirements acceptable to BSNL. The contractor shall make arrangements by substitutes in case of absenteeism of allotted work force.

BSNL shall not be liable to pay any compensation in case of accidents or other casualties that may occur to the Contractor's workforce even if it is held that the accident or the casualty is attributable to the employment of the workforce. The Contractor should take all precautionary measures and make suitable and appropriate arrangements like insuring his men etc., to meet such contingencies by himself.

BSNL reserves the right to cancel the contract at any stage and at any time without assignment of a reason and BSNL shall not be liable to pay any compensation to the Contractor for any loss or expenses that might arise out of such cancellation of the contract.

BSNL shall not recognize any Trade Union activity as regards the workforce of the Contractor.

The Contractor shall make arrangements at his cost for supply and wearing of uniform by his workforce while performing their duty in BSNL premises.

The Contractor shall issue suitable photo-identity cards to his workforce at his cost which they should display on their person while performing their duty in BSNL premises.

The Contractor shall, at his cost, provide the best in market materials required for carrying out the tendered work like duster cloth, etc., BSNL shall provide only water for cleaning purposes, wherever feasible.

The Contractor shall maintain daily record for carrying out the tendered work which shall be subject to inspection by BSNL officers. If any deficiency is found in the said work, proportionate deduction thereof shall be made by the officers concerned.

Signature of the tenderer

## PROCEDURE TO OPEN AND EVALUATE THE TENDER

- a) The tenders shall be opened in the presence of the tenderers or their authorized representatives who may be present at the prescribed time and venue as has been notified in the Notice Inviting Tender. Only one representative per tender shall be allowed to be present during the opening of the tender.
- (b) The Tender Opening Committee shall at the first instance open the covers containing the Technical Bid of all the tenders and the technical bids shall be evaluated on the same day or some other day. Only such of those tenderers or their authorized representatives whose tenders are found eligible as per eligibility criteria as stipulated in the tender document shall be permitted to be present during opening of the Commercial Bids. In case Commercial Bid is found to have been placed together with the Technical Bid the tender shall be treated as invalid and will be rejected.

The Commercial Bids of only those tenderers whose tenders possess the eligibility criteria shall be opened. If the documents submitted in the Technical Bid do not possess the eligibility criteria, the tender offer contained in the Commercial Bid of the said ineligible tender shall not be opened. The tenderers are, therefore, advised to see that they submit the bid only when they are sure they are eligible to participate in the bid and, therefore they should attach indisputable documents in the Technical Bid. The document should be exactly in the proforma prescribed in the tender document and no extraneous documents should be submitted along with the Technical Bid.

The evaluation of the Commercial Bid shall be based on the basis of the rates quoted in the Rate Sheet. It is however, not binding on the BSNL to accept the lowest bid.

Signature of tenderer

## RT IV

## WORK SPECIFICATION

SCHEDULE OF WORKS FOR HOUSE KEEPING WORKS IN ADMINISTRATIVE OFFICES / CHANGES /QUARTERS. TECHNICAL BUILDINGS/ INSPECTION QUARTERS /FIELD UNITS.

1. Cleaning of, tables, chairs, computers, VDUs, Printers, cupboards sofa, file racks doors and windows, daily.
2. Cleaning of walls, ceiling terrace and removing cobwebs once in fortnight.
3. Arranging and rearranging files in file racks neatly and keep the records neat and tidy on all working days.
4. Maintenance of garden / Store yard.
5. Regular water cleaning around the building and cutting of wild bushes.
6. Arrangement of meeting related works.
7. File movement works from section to section
8. Despatch work through Post Office/ RMS / Courier
9. Handling of furniture and other Departmental items like stationery and store items.
10. Up keeping of window curtains, sofa cover, table cloths.
11. Cleaning telephone instruments with detol.
12. Cleaning of Exchange equipment such as battery, power plant, engine alternator, A/C units, computer peripherals, fire extinguishers.
13. Cleaning of sign boards inside and outside the building, offices, exchanges
14. Water motor operations and water pipe cleaning maintenance in exchanges, quarters and offices.
15. Maintenance of Garden and regular water cleaning of open space daily.
16. Inspection Quarters (Wherever available)
  - a) Taking care of guest round the clock.
  - b) Keeping the cutlery's vessels in proper condition
  - c) Maintaining the entry register and remittance of money to the in-charge
  - d) Upkeep of bath and convenience room twice a day
  - e) Changing of bedspread, pillow covers, towel etc., every time after the guest vacating the room.
  - f) Arranging for washing of bedspread, pillow covers, towel etc., every time after the guest vacating the room
  - g) Upkeep of water cooler, fridge, A/C units and electrical fittings
  - h) Replacing pillow covers, beds spread etc., in the rest room/ dormitory.
17. Cleaning of electrical fitting such as fan lights, switch boards etc.,
18. Lift operation wherever necessary
19. Any other work assigned by the in-charge. Wherever necessary.

**Note:** The person who handles pumps should have adequate knowledge in pump operation. Similarly, the person who handles the lift is required to fulfill the following Conditions.

- (i) He should have ITI certificate.(ii) He should have experience in lift operation.
- (iii) He has to maintain a log book. (iv) He will be responsible for any damages arising in machine room. (v) If the behaviour of the lift operator is found to be unsatisfactory the tenderer should be in a position to replace him by a suitable operator.
- (vi) the operator should rise to the occasion at the time of emergency.

Signature of the Tenderer

## PART V: PROFILE OF THE TENDERER

Name of the Tenderer :

Address of the Tenderer :

Telephone NO: Office :  
Residence :

Is the Tenderer a-  
 a) Company registered under Company Act:  
 b) Partnership Firm :  
 c) Sole Proprietor :

Particulars of EMD  
 EMD Amount :Rs.  
 CG-67 receipt issued by AO (Cash) : Book NO.: Receipt NO.  
 (Receipt enclosed in original)

Whether the firm/tenderer registered with  
 EPF Commissioner, if so, furnish code Number:  
 And proof of valid registration.

Income Tax PAN NO etc.; :

Issuing Authority

Have all the documents as per paragraph 16

and 17 of part II and paragraph 2(a) and 3

of part III been enclosed in the cover

containing Technical Bid ?

Has the Rate Sheet duly filled in been placed

in the cover containing Commercial Bid as per

paragraph 16 of part II and paragraph 3 of

part III ?

Has the tenderer signed on all the pages of

the tender document in the technical bid ? :

List of documents enclosed to the Technical

bid

I/WE hereby declare that I/WE have read and understood the importance of the terms and conditions of the tender and shall abide by them.

Signature:

Capacity:

Signature of the Tenderer:

Capacity in which signed:

(Rubber Stamp)

t.VI.

**Details of Offices/Exchanges where House keeping works Required**

Exchanges/ Offices	House keeping works / No.of units
<b><u>Office of General Manager BSNL Tirunelveli-3</u></b>	
(i) AGM (Plg)/ DGM (Mtce)	3 units
(ii) A.O (Cash)	2 units
(iii) AGM (OP)	1 unit
(iv) Customer Service centre	3 units
(v) Commercial Section	1 unit
(vi) Customer care Centre	2 units
(vii) CMTS Accounts Unit	2 unit
(viii) Cell II Section	3 Units
(ix) SDE(Marketing)	2 units
(x) CAO(Plg)	1 unit
(xi) CAO(TR)	1 unit
(xii) AGM(Sales)	3 units
<b><u>GM Office building Maintenance</u></b>	
(i) SDE( Admin Building) % GM BSNL TY	4 units
<b><u>Divisional Engineer (external) Tirunelveli-01</u></b>	
(i) Office of DE Extl Tvl	1 unit
(ii) Office of SDE Extl Tvl	1 unit
(iii) Sankarnagar Exchange	1 unit
(iv) O/o SDE(Cables) TVL	1 unit
(v) JTO(cables) TVL	1 unit
(vi) Central Telegraph Office Tirunelveli-1	1 unit
<b><u>Divisional Engineer (External) Palayankottai</u></b>	
(i) Office of DE Extl Palayankottai	1 unit
(ii) Office of SDE Cables Palayankottai	1 unit
(iii) Office of SDE (Extl) Palayankottai	1 unit
(iv) Office of SDE (Intl) Palayankottai	1 unit
(v) Santhinagar Exchange	1 unit
(vi) Anbunagar Exchange	1 unit
(vii) Vannarpetai Exchange	1 unit
(viii) V.M.Chatram Excahnge	1 unit
(ix) SDE(OCB) PLC	1 unit
(x) CSR PLC	1 unit
<b><u>AGM (Plg) % GM BSNL Tirunelveli</u></b>	
(i) SSA Store yard Melapalaym	1 unit
(ii) VM Chatram Quarters	1 unit
<b><u>Divisional Engineer(Mtce) Tirunelveli-03</u></b>	
(i) Office of DE (Mtce)Tirunelveli-03	1 unit
DE(Mtce) Sankarankoil	1 unit

**Total 48 units**

Signature of Tenderer

**BHARAT SANCHAR NIGAM LIMITED**  
(A Govt. Of India Enterprise)

TIRUNELVELI TELECOM DISTRICT  
Bypass Road, Vannarpettai Tirunelveli-627003

**COMMERCIAL BID**

TENDER FOR HOUSE KEEPING WORKS IN THE OFFICES,

TELEPHONE EXCHANGES, STAFF QUARTERS AND OTHER  
FIELD UNITS IN TIRUNELVELI SSA- Tender NO  
T/2009-10/SSA/E-7/Wk.Contract/House keeping /2009-10/

(NOT TRANSFERABLE)

Issued to:

Issued by:

**RATE SHEET**

(Excluding Service Tax)

(Details of offices / Exchanges where House Keeping unit required may be referred )

**Tirunelveli SSA**

Sl. No	SSA	No. of Units (Approximately)	Rate/Unit/Month In Rs. (In figures)	Rate/Unit/Month In Rs. (In words)
1.	TIRUNELVELI	48		

Signature of Tenderer

ce :

te :

**Annexure-VI**

**DECLARATION OF NEAR RELATIVES OF BSNL EMPLOYEES**

.....S/o.....  
Residing at .....

.....hereby certify that none of my  
relative(s) as defined in the Tender document is/are employed in BSNL unit as per details  
given in tender document. In case at any stage, it is found that the information given by me  
is false/incorrect, BSNL shall have the absolute right to take any action as deemed fit,  
without any prior intimation to me.

The near relatives are members of a Hindu undivided family/husband and wife/the one  
related to the other in the manner as father, mother, son(s) and son's wife daughter in  
law(s), daughter(s), daughter's husband (son in law), brother(s) and brother's wife, sister(s)  
and sister's husband (brother in law)

Signature:

Name:

Signature of the Contractor:  
Name in block letters:  
Address: