

**TENDER DOCUMENT
FOR
PROVIDING HOUSE KEEPING FACILITY
MANAGEMENT AND ALLIED SERVICES
AT PANAJI RESIDENCY, PANAJI GOA**



**GOA TOURISM DEVELOPMENT CORPORATION LTD.
PATTO,PANAJI,GOA 403001**

INTRODUCTION

Goa Tourism Development Corporation Ltd (GTDC), is a Government of Goa Undertaking which was incorporated on 30th March 1982 as a Public Limited Company under the Indian Companies Act 1956 having commercial activities like providing accommodation, sightseeing tours, packages, etc. has been activities to the Corporation with the main object of developing tourism in a commercial way. Accommodation facilities which spread from the coast to the hinterland have been frequented and much appreciated. Besides accommodation, **GTDC** facilitate all tourists in exploring Goa through our well-designed tours which ensure that everyone gets bitten by the Goa bug.

Panaji Residency is one of the unit of GTDC. The agency is required to carry out Housekeeping activities in above Residency. The scope of work is as mentioned in the enclosed schedule notice which has to be executed in shifts on all days of the year.

AFTER THE AWARD OF THE CONTRACT FOR HOUSE KEEPING, FACILITY MANAGEMENT AND ALLIED SERVICES AT PANAJI RESIDENCY, THE CONTRACTOR WILL BE GIVEN 15 DAYS TO COMMENCE THE WORK AND NO DELAY WOULD BE ACCEPTABLE.

TERMS & CONDITIONS

1. Any conditions/terms given in the bid by bidders on their own shall not be binding on the Corporation. All the terms & conditions will be as given herein and no change in any term or condition by the bidders will be acceptable.
2. Bidder is requested to visit the site and get acquainted with the conditions of the services required to be provided.
3. Tenders not strictly in accordance with the Terms and Conditions as given in the Tender Document are liable to be rejected.
4. Canvassing in any form will be viewed seriously and if any bidder is found to be resorting to such practices, the tender of such firm will be rejected and the decision of the Corporation in this regard will be final.
5. Tender(s) shall be liable to be rejected if the requisite information sought in the Tender Document is not filled properly and correctly in the manner specified above.
6. The Corporation reserves the right to accept or reject any or all tenders received by it without assigning any reason what-so-ever.

7. Selected bidder would be required to enter into an agreement with the Corporation on stamp paper. The Letter of Award of the Contract and Terms & Conditions contained in this Tender Document shall collectively form part of the agreement.
8. The agency will provide uniforms and photo I-Cards to all personnel deployed at GTDC Panaji Residency. It will be the responsibility of the agency to ensure that all its staff at the residency report for duty in proper uniform and also display their identity cards.
9. The agency shall be responsible for conduct and behaviour of the staff deployed at the Panaji Residency. Any loss or damage to the residency moveable or immovable property due to the conduct of the Contractor's staff shall be borne by the contractor. The value of the loss will be decided by the Corporation based on accounting principles/market value. The decision of the Corporation in this regard will be final and binding on the agency.
10. If it is found that the conduct or efficiency of any person employed by the contractor is unsatisfactory, the Contractor shall have to remove the concerned person and provide a substitute within 48 hours of intimation by GTDC. The decision of the Corporation's office designated officer in this regard shall be final and binding on the agency.
11. The workers employed by the Contracting agency shall be directly under the supervision, control and employment of the Contractor and they shall have no direct connection what-so-ever with Goa Tourism Development Corporation Ltd. (GTDC). GTDC shall have no obligation to control or supervise such workers or take any action against them, except as permissible under the law. Such workers shall also not have any claim against GTDC for employment or regularization of their services by virtue of being employed by the Contracting Agency against any temporary/permanent posts in GTDC but GTDC will have right to supervise the services and quality of services given by the agency.
12. The Bidder must supply the minimum staff as per the tender document. However the quantity mentioned in tender is only indicative and the bidder must check the site conditions and may alter the quantity in increasing the persons only.
13. On receiving of letter of acceptance, agency is required to provide all the details of personal employed, like educational qualification, PF, ESI, residential address etc. within fifteen days and upon confirmation and verification by the Goa Tourism Development Corporation the possession of the Residency will be given.
14. The agency will have to deploy fingerprint time attendance / biometric machine and the control for the same will be with GTDC Manager. No monthly bills will be entertained without a copy of attendance of the staff in the format desired by GTDC.
15. The staff will have to be deployed within 15 days of issue of Order.

COMPLIANCE OF STATUTORY OBLIGATIONS

16. The contracting agency will be required to comply with all statutory obligations from time to time emanating from this contract, such as, (i) payment of wages as per Minimum Wages in force from time to time; (ii) contributions towards employees provident fund; (iii) contributions towards ESIC; (iv) GST, or any other statutory/mandatory requirement from time to time.
17. In the event of violation of any contractual or statutory obligations by the Contracting agency, the agency shall be fully and solely responsible for the same. Further, in the event of any action, claim, damages, suit initiated against the Corporation by any individual, agency or government authority due to acts of the Contracting agency, the agency shall be liable to make good/compensate such claims or damages to the Corporation. As a result of the acts of the Contractor, if the Corporation is required to pay any damages to any individual, agency or government authority, the agency would be required to reimburse to the Corporation such amount along with other expenses incurred by the Corporation or the Corporation reserves the right to recover such amount from the payment(s) due to the agency while settling its bills OR from the amount of security deposit of the contractor lying with the Corporation.

WAGES TO BE PAID TO HOUSE KEEPING STAFF BY THE AGENCY

18. The contracting agency will be required to make payment of wages to the staff provided by it as per minimum wages force from time to time as per the prevailing acts.
19. The contracting agency will ensure payment of wages to the staff deployed by **seventh day of every month**, irrespective of the fact whether the payment of its bill submitted to GTDC has been released by the Corporation or not by that date. If seventh day of a particular month happens to be a holiday, the agency may be required to make payment of wages to its staff on a working day prior to the seventh day of such month.

PENALTY FOR POOR OR INSUFFICIENT SERVICES

20. The contracting agency would be expected to maintain high standards of quality in cleanliness services in the entire office as per details given in the Tender Document. It would also be required to maintain adequate stock of supplies of raw material needed for the services to be provided. The Corporation's office designated officers or nominated supervisory committee members may make surprise checks from time to time to ascertain the quality of services being provided. Any serious lapse noticed by the said officers/committee members would attract minimum penalty of Rs. 10,000/- in the first instance. On recurrence of such lapses, the Corporation may impose a penalty, as may be decided by the competent authority/authorities or take appropriate necessary action against the contracting agency, including termination of the contract. Such decision(s) of the Corporation shall be binding on the contracting agency.

21. For any absentee of staff deduction of the salary will be the amount of the wages paid to the said staff.

SECURITY DEPOSIT

22. The successful bidder shall deposit a Security Deposit of ₹10,00,000/- (Rupees Ten Lakhs only) with Goa Tourism Development Corporation Limited prior to execution of the Agreement. The Security Deposit shall remain with GTDC for the entire duration of the contract and shall serve as security for the due and faithful performance of all contractual obligations. No interest shall be payable by GTDC on the Security Deposit during the subsistence of the contract or upon its refund.
23. If the Contract is terminated by the Contractor without giving stipulated period of notice or fails to observe the terms & conditions of the Tender, letter of Award for the Contract and the agreement signed by the Contractor with the Corporation, the Bank Guarantee will be forfeited out right and Corporation reserves the right to proceed against the agency for any additional damages that the Corporation suffers as a result of breach of the aforesaid terms & condition.

PERIOD OF CONTRACT

24. The contractor shall be granted the Right to conduct the proposed housekeeping services for a period of 3 years("First term") which may be renewable for another 2 years with 5% increase in the value of contract every subsequent year subject to the condition that the contractor has not caused any Event of Default and satisfactory performance.
25. Three year contract period is subject to renewal by the Corporation every year on satisfactory performance on mutually agreed terms and conditions for a further period of one year or till such time mutually agreed but for a maximum period of Five years.

TERMINATION OF THE CONTRACT

26. GTDC shall have the right to terminate the Agreement by giving 30 (Thirty) days' prior written notice to the successful bidder in the event of unsatisfactory performance, breach of any terms and conditions of the Agreement, non-compliance with the prescribed service standards, or failure to perform the scope of work as stipulated in the Tender Document and Agreement. Similarly, the successful bidder may terminate the Agreement by giving GTDC not less than 90 (Ninety) days' prior written notice.
27. If the successful contractor withdraws or the services provided by the successful contractor are not found satisfactory (say in a month or so) during the probationary period of three months from the date of commencement of the contract,

GTDC reserves the right to terminate the contract without giving any notice and initiate appropriate necessary action in the matter for making alternate arrangements.

JURISDICTION

28. All disputes concerning the present Agreement with the service provider, the same shall be referred to the Civil Court at Panaji and the decision of the Civil Court shall be final and binding on the parties.
29. If any of the said premises is at any time required for public purpose/ Renovation/ Upgradation/ Repairs, this corporation shall be at liberty to terminate the contract of the bidder by giving 30 (Thirty) days' prior written notice to the successful bidder. The decision of the Corporation in this regard shall be final and binding upon the bidder.
30. The bidder shall submit the MSME/ Udyam Certificate if registered.

SCOPE OF WORK

1. Housekeeping:

A. Cleaning of the all guest rooms, reception block and other areas including wash rooms and public areas on daily/routine basis (rooms, floors, corridors, steps, staircase, sidewalls, ceiling, grills, railing pathways, parking area, Facade etc.) Complete cleaning of rooms including toilets (**Cleaning equipment's to be provided by the contractor**). Once daily or as per requirements or as directed by the Manager.

B. Maintenance of toilets:

- a) Cleaning of the toilets (Floor & wall), sanitary fixtures & areas etc. at all times in the guest rooms, toilets in lobby, staff toilet.
- b) Cleaning of toilets (Floor & wall) and other sanitary fixtures in common areas.
- c) Checking functioning of sanitary fixtures at regular intervals.

C. Engineering

Internal / External routine Plumbing upkeep to be done by the Contractor. In case any fittings and fixtures are required the same will be supplied to contractor by GTDC or cost will be reimbursed to the Contractor as the case may be.

- a. Maintenance of existing pumps and motors.
- b. Day to Day maintenance of sanitary system.
- c. Cleaning and maintenance of the drinking water cooler and any other related services.

- d. Cleaning of ground water sump and overhead water tank every quarter by default and or as directed by the manager of the residency.
- e. Attending drain pipe chokes etc.
- f. Checking of float valve assembly.
- g. Checking of sealing gasket, replace if required for preventing entry of foreign bodies
- h. Cleaning of water filter.
- i. Attending of water pipe fittings for leakages if required.
- j. Checking of filter assembly. Damage filter assembly if noticed should be informed to TIFR Engineer.

D. Electrical Services:

- a) Day to Day operation of DG sets, LV Switch room, Transformers, HV rooms.
- b) Maintaining of level of diesel in generator. Diesel will be supplied by GTDC.
- c) All bulbs and fixtures beyond defect liability will be replaced by the contractor which will be reimbursed by GTDC to the contractor after getting statutory approvals.

PART 'A':

Housekeeping Services

The following is the schedule advised to be followed at the Panaji Residency.

SR. NO.	ITEM	TO BE CLEANED OF	WHEN
1.	All Internal walls (includes the rooms , lobby , staircase , ceilings, corners, store , toilets , cabins etc.	Dust; cobwebs	Weekly
2.	Floors, Railings, Seating places	Mopping, scrubbing	Twice daily
3.	Windows / Glass	Cleaning	Daily or as required
4.	Doors, grills, Door mats	Dust & dirt	Daily
5.	Elevator Cabin	Dust & dirt	Daily
6.	Sign boards	Dust & dirt	Once a month
7.	Fire fighting appliances	Dust & dirt	Weekly
8.	Fans	Dust & dirt	Daily

9	Ventilator fans / Ceiling fans	Dust & dirt	Daily
10	Light fittings & Lobby / common area lights	Dust & dirt	Daily
11	Electrical generators, motors, pumps, Panel room and Transformer room	Dust & dirt	Weekly
12	Room cleaning	Linen change , Room cleaning, Toilet cleaning scrubbing of floors acid washing of floors	Daily
13	Public areas, floor/walls/Ceiling and any art crafts / furniture/ Glazed Facia/aluminium panelling if any /parking lot & pathways	Mopping, scrubbing, dusting as required by particular surface	Minimum two times daily and as often required demanded by Manager
14	Toilets	As per room cleaning	Daily
15	Room Amenities replenishment	Soap, Shampoo, Towels, Matchbox, Candle, refilling of drinking water	Daily/ as demanded by the guest/Manager
16	Shifting and arrangements of furniture office, equipment's etc.	All area	As & when required
17	All furnishing and upholstery	Dusting, vacuum cleaning	Quarterly
18	Linen (All)	To be changed as per occupancy	Daily/ as demanded by the Guests / Manager
19	Area around Transformer and D.G set	Removal of weeds, Pest insects etc	Monthly

1. The above mentioned chart is only indicative and mentions the minimum amount of times cleaning is required to be undertaken. The bidder is advised to study the site and decide before submitting offer.
2. Cleaning of water cooler storage area, drains, inlet outlet washers etc.
3. All the Manpower required for the Housekeeping Services shall be supplied by the Contractor and its costs shall be included in the rate quoted.
4. The cleaning material and Electrical Items will be provided by GTDC as and when required. The contractor is responsible for the material in stock with contractor and shall provide material requirement list to GTDC prior to short fall.
5. The areas specified in the schedule shall always be maintained neat and clean. Failure to execute the same will be treated with termination of contract.
6. The Contractor shall be responsible for operation and maintenance of all the Cleaning equipments for which nothing extra shall be payable. Any repair during the period of the contract shall be got done by the Contractor at his own cost within 72 hours of developing of fault. In case of any delay beyond 72 hours, in the repair of the machine the contractor shall provide a similar replacement machine
7. The electricity and water for use of the machine and carrying out the job shall be provided free of cost by GTDC.
8. Before start of work, the Contractor shall submit the detailed plan of the frequency of above proposed cleaning so as to ensure that all the above specified cleaning and housekeeping jobs are carried out to the entire satisfaction of in-charge or his authorized representative. The decisions of the in-charge shall be final and binding on the Contractor.
9. The Contractor shall employ sufficient attendants to ensure the cleanliness of the areas mentioned in the work.
10. Removing the wastes from the dustbins and depositing the same at designated points shall be carried out at regular intervals throughout the day to ensure that no foul smell or littered items seen and to avoid shabby look in the residency.

EQUIPMENT TO BE PROVIDED BY THE CONTRACTOR WITHIN ONE MONTH OF THE WORK ORDER FAILING WHICH BILLS WILL NOT BE PROCESSED.

(To be kept permanently at site)

SR. NO.	PARTICULARS	QTY.
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1.	Dry & Wet vacuum cleaner	2 no.
2.	Single disc scrubbing machine	1 no.
3.	Window panes / ceiling cleaning / cobweb removing equipment.	4 no.
4.	Pressure wash equipment (min. 180 bar) as when required.	1 no.
5.	Aluminium 30 ft. x 12 ft. extension High access ladder / ladders as required.	1 no.
6.	Chamber maid trolleys	5 nos
7.	Soiled Linen trolleys	5 nos
8.	Wringer trolleys	6 nos
9.	Multifunction Floor cleaning Machine	2 nos

NOTE:

1. Machines used shall be of reputed make and must be approved by the Corporation prior to purchase.
2. All the equipment / T&P listed above shall be available at Residency at all times during watch hours. All the cleaning equipments shall be supplied by the contractor and its cost shall be included in the rates quoted. If it is found that any T&P is not brought on the site 1/10th amount of the Tender will be deducted from the bills every day.

PART 'B'

Maintenance of Toilets, Plumbing, Sewage waste water and drainage operations, other wet areas and Water Management

The Scope of work would be as follows:-

- a) Cleaning of the toilets, and bathing areas.
1. The toilet area shall be kept clean, the cleaning of toilets shall include scrubbing (3 times daily) mopping of toilet floors tiles, cleaning of urinals, WC, wash basins and keeping them neat and tidy.
 2. The Contractor shall place naphthalene balls and other air fresheners in the toilets and shall replenish them time to time as & when required during the period of operation.
 3. The contractor must be responsible for the smooth functioning of the toilet facility including maintaining in clean & hygiene condition

4. The Contractor shall be responsible for cleaning all water storage tanks every half yearly of the year on fixed dates as mentioned by the Corporation. In addition if required the water tanks would be cleaned as required by the manager.
5. The Contractor would be required to maintain the sewage and waste water drainage consisting of sewer line from toilets blocks etc. Material required will be procured by agency. The cost of material will be born to reimbursement by GTDC.
6. The Contractor will be responsible to ensure that the housekeeping department undertakes regular cleaning of WC's, wash basins, urinals, nahani traps, gully traps, water cooler platforms and sewer lines including inspection chambers.
7. The Contractor will be responsible to ensure that storm water pipes and drains are maintained clean before every monsoon and as an when required.
8. All log books for domestic pumps, record of repairs carried out, repairs of replacement of parts and record of periodic inspection and maintenance of services will have to be maintained as per Corporation format which will be forwarded together with maintenance manuals.
9. All submersible / other pumps in use in the premises and water coolers will have to be maintained as per requirements of Corporation which will be forwarded on award of contract as per the maintenance schedule procedures of the manufacturers. However in case of any breakdown maintenance required the same will have to be refereed to concerned person from Corporation who would co-ordinate with the manufacturers
10. All tools and tackles would have to be provided by the contractor, In case of any replacement repairs the contractor would be required Obtain approval of the same, based on which the contractor will be reimbursed by the corporation after the repairs are completed based on actual bills submitted and after verification of the in-charge.

PART 'C':
Electrical Services

1. The Contractor must ensure that electrician is on duty at all times during working hours to ensure smooth functioning of the electrical services also electrician should be available during breakdowns.
2. The Contractor will be responsible to transport diesel from the petrol pump/govt. petrol pump for which Corporation will be responsible to supply the diesel. The

Corporation will also re-imburse the transportation charges from the petrol pump to the Panaji Residency.

3. The Contractor will be responsible for maintenance of all fans, Lights and any other electrical items installed like switches, sockets, isolator, MCB's, DB's, wiring, MUB's, Cable faults etc.
4. All other maintenance conditions as mentioned in the maintenance manual will be applicable during the contract.
5. In case of any breakdown, maintenance required, the same will have to be referred to concerned person from Corporation who would co-ordinate with the manufacturers and contractor will assist.
6. The Contractor must be equipped to maintain main power control panel (2 nos) and other LT panels.

PART "D"

The contractor will award maintenance (AMC) of the following items:-

- A) Water cooler /Purifier
- B) Fire Fighting equipments

1) Water Purifier/Water coolers

Three preventive maintenance of the units per year to be done (Every 04 months)

Any breakdown calls to be attended free of cost.

Any spares replaced will be charged as actual on submission of quotation on its approval

2) Fire Extinguishers/ Fire fighting Services:

- a) Maintenance of all fire fighting equipments, pumps, motors etc. Required standard fire extinguishers must be installed on all floors. Line pressure testing / Re-filling of fire-cylinders. Fire extinguisher can be given on AMC basis to professional agencies. However the overall responsibility will be of the contractor
- b) Rate quoted shall include servicing of fire extinguishers on quarterly basis.
- c) Any spares, HPT, painting and labelling will be charged extra at actuals.

Other works, as and when required:

1. Vacuum Cleaner should be used for cleaning the ceilings, fans, electrical points, sofa sets, office chairs and equipments, upholstery, carpets etc., of the cabins/ rooms, Administrative Block etc.
2. Wall tiles and flamed granite/ Italian marble flooring requires scrapping/ scrubbing and waxing without damaging the wall/floor tiles. Cleaning machine should be used to clean the floor/tiles regularly.
3. All toilets blocks shall be washed daily at least two times or as may be directed by the officials of GTDC from time to time. Naphthalene balls, air fresheners should be kept in all the toilet blocks regularly. The room fresheners shall be kept in the entire administrative block/ cabins/ conference hall etc.
4. The bidder who are interested to know other details regarding location, nature of work etc., they may contact the GTDC.
5. The bidder is required to operate the blower in the toilets, water pumps etc. as may be instructed by the Corporation from time to time.
6. It shall be the responsibility of the Contractor to keep a constant watch in the toilets to prevent any unauthorized removal of the sanitary fittings, plumbing fittings etc. from the toilets.

Sd/-
Managing Director