

प्रसार भारती / PRASAR BHARATI
(भारत का लोक सेवा प्रसारक / INDIA'S PUBLIC SERVICE BROADCASTER)
दूरदर्शन केंद्र / DOORDARSHAN KENDRA
पणजी / PANAJI - 403001

No: [J-2\(3\)/MW\(SP\)/1/2020/DDK-Panaji](#)

Date: 10.10.2023

Tender No.: [J-2\(3\)/MW\(SP\)/1/2020/DDK-Panaji](#)

Sub : - Catering & housekeeping of Guest House, and operation of 2 Nos. water Pumps at
Doordarshan Kendra , Panaji-Goa.

The sealed tenders/quotations, as per the Terms and Conditions mentioned herein below are invited from the Authorised Service Dealers of /Reputed Companies/Firms/Dealers for "Catering & housekeeping of Guest House and operation of 2 Nos. water Pumps at Doordarshan Kendra Panaji,Goa in accordance with the conditions and manner prescribed in this e- tender document.The detailed terms and conditions can be seen and downloaded at <https://prasarbharati.eproc.in>, www.prasarbharati.gov.in and CPP portal

The quotation should be sent in sealed cover addressed to undersigned by **20.10.2023 by 15:00 hours** to below mentioned address by Speed Post/Courier/By Hand:

To:

PRASAR BHARATI
(India's Public Service Broadcaster),
Director (Engineering)
Doordarshan Kendra, Altinho,
Panaji- Goa. 403001

Correspondence Telephone No.: 0832 – 2220027, Email ID:–ddepanaji@gmail.com

All correspondence from tenderer/contractor shall be made to the Authority (By Name) who has issued this tender. All correspondence shall bear reference to Tender No. [J-2\(3\)/MW\(SP\)/1/2020/DDK-Panaji](#) The cover should be super subscribed with following details:

1. Enquiry Reference:"**Tender No.:** [J-2\(3\)/MW\(SP\)/1/2020/DDK-Panaji](#)

2. Date of Opening of Bids: **20/10/2023.**

Tender Schedule
IMPORTANT INFORMATION

1.	Tender No.	TENDER NO : J-2(3)/MW(SP)/1/2020/DDK-Panaji Dated : 10-10-2023
2.	Name of the work	Annual catering & housekeeping of Guest House, and operation of 2 Nos. water Pumps at DDK, Panaji-Goa.. This includes staff for Housekeeping / maintaining of rooms and allocation of the room to the guests as per the orders from the O/o the DDG(E), DDK, Panaji Goa Keeping all the rooms, corridors, staircase, surrounding open area, common room, clean and tidy by sweeping / moping. Changing bed sheets of each room as and when required. This will be applicable 24/7. Operation and maintenance of 2 nos. water pumps one each installed at DDK staff quarters and at DDK Office campus. (scope of work and other details as per Annexure I, II, III attached)
3.	Completion Period	Contract is for the period of 12 months from the date of commencement of the work as per the work order issued.
4.	Tender Fee	Not Applicable
5.	Estimated Cost (approx.)	Rs.5,76,000 for 12 months + GST as applicable
6.	Earnest Money Deposit	Rs 2,000/- (Rupees two thousand only) (Refer Clause 3 & 4 -Annexure – III)
7.	Bid validity up to	180 (One hundred and eighty) days from the date of opening of the Tender.
8.	Performance Security Deposit (refundable) i) Amount ii) Validity	(Refer clause I,Part-II of Annexure-I, page 12) i) Rs.10,000/- in the form of Bank Guarantee/FDR from Nationalized / Commercial Bank. ii) 15 months from the date of start of work.
9.	Correspondence Address	The Deputy Director General (E) (By Name : Sandip P. Hirave, Asstt. Engineer) Doordarshan Kendra, Altinho Panaji Goa 403001
	Paying Authority	Deputy Director General (E), Doordarshan Kendra, Panaji Goa.
11.	a) Last date of receipt of EMD b) Last date of submitting BID c) Opening date of bid	a) 20/10/2023 at 14.00 Hrs b) 20/10/2023 at 14.00 Hrs c) 20/10/2023 at 15.00 Hrs
12.	Consignee.	Prasar Bharati(India's Public Service Broadcaster), DDG (E)Doordarshan Kendra, Altinho, Panaji- Goa.403001 GSTIN : 30AAAJP0288R1ZS



Prasar Bharati
India's Public Service
Broadcaster DOORDARSHAN
KENDRA ALTINHO PANAJI
GOA - 403001

Tel./FAX 0832- 2224312, 2220027

e-mail: ddepanaji@gmail.com

No.: [J-2\(3\)/MW\(SP\)/1/2020/DDK-Panaji](#)

Date : 10.10.2023

TENDER NO :-[J-2\(3\)/MW\(SP\)/1/2020/DDK-Panaji](#)

Annual catering & housekeeping of Guest House, and operation of 2 Nos. water Pumps at DDK, Panaji-Goa.
This office is interested in getting the following works done as per given schedule and invite quotations as per terms and conditions on the reverse.

Sr.no.	Description of Stores/Works	Qty.	Rates	Amount in (Rs.)
1.	Annual catering & housekeeping of Guest House, and operation of 2 Nos. water Pumps at DDK, Panaji-Goa. <ul style="list-style-type: none">This includes staff for Housekeeping / maintaining of rooms and allocation of the room to the guests as per the orders from the O/o the DDG(E), DDK Panaji Goa, Keeping all the rooms, corridors, staircase, surrounding open area, Garden, common room, clean and tidy by sweeping / moping. Changing bed sheets of each room as and when required. Maintaining the garden with watering the plants. This will be applicable 24/7.Operation and maintenance of 2 nos. water pumps one each installed at DDK staff quarters and at DDK Office campus. (scope of work as per Annexure I,II & III' attached)	12 months		
		Plus GST Extra		
		Grand Total		

- Place of Work:** The works are to be carried out at: Doordarshan Guest House, Doordarshan Kendra, Altinho Panaji Goa.
- Work completion period:** The work should be started within 01 month from the placement of order. The firm may apply well in advance for extension of delivery period beyond the stipulated delivery period, provided the site is not ready for works. Penalty will be imposed for the delayed supply / work completion beyond the delivery period as per the Tender Clause. Further any delay will render cancellation of this order.
- The Contractor should follow all the Labour Rules such as Minimum Wages, EPF, Insurance, bonus etc. and other allowances to their employees and submit the certificate/slip to this Office accordingly. The contract can be cancelled at any time by this Office without any notice.
- Terms of Delivery:** F.O.R. Destination
- Billing:** Monthly Bill in Duplicate to be submitted to the Dy. Director General (E), Doordarshan Kendra, Altinho Panaji Goa 403 001, after completion of the month..
- Payment terms:** 100% payment will be made within 30 days after satisfactory completion of works, subject to conditions at sr. no. 3 & 7. Necessary details of Bank Account may be submitted fore-payment.

7. Payment would be made through e-payment for which details should be submitted by you in the following Format

01	Name of the Payee in Block letters	
02	Address	
03	Bank A/c No. of Payee	
04	Name of the Bank	
05	Name of the Branch and Branch Code	
06	PAN Card No. of Payee	
07	TIN and Tax Circle	
08	GST No.	
09	Indian Financial Service Code (IFS Code)	

8. **Income Tax:** Income Tax 2% will be deducted from your bills.
9. The work should be carried out in co-ordination and consultation with the representative of DDG, DDK Panaji Goa.
10. **Arbitration of contractual disputes:**
- If a dispute arises out of or in connection with the contract, or in respect of any defined legal relationship associated there with or derived there from, the parties agree to submit that dispute to arbitration under ICADR Arbitration Rules 1996.
 - The number of arbitrator(s) shall be one who has legal as well as Technical Background
 - The place of arbitration proceedings shall be at Panaji, Goa only.
11. The contractor shall make his/her own arrangements for procuring necessary labour, skilled and Unskilled. He should confirm to all local government laws and regulations covering labour and their employment
12. The contractor and his employees shall comply with the regulation in force for controlled entry into premises where work is being carried out.
13. **Contractor liability for damage caused during installation work and imperfections noticed.**
- If the contractor or his/her workmen or servants shall break, deface, injure or destroy any part of the building in which they may be working or building road kern, fence, enclosure, water pipe, cable, drain, electric or telephone posts or wires, trees, grass or grasslands or any Technical Equipment in the premises on which the work or any part of it is being executed, or if any defect, shrinkage or other faults appear in the work the contractor shall make good at his/her own expense, or in default, the indent er may get the same rectified and deduct the expense from any amount that may be than due or at any time thereafter may become due to the contractor.
14. Contractor shall take insurance for his men while working at DDK Panaji site, against any injury, accidents death etc. Similarly the equipment, instruments, tools, etc. belonging to the contractor shall be insured against damage, loss, theft etc.
15. While engaging labour for carrying out obligations under the contract, the contractor shall satisfy the conditions laid down under contract labour (Regulation and Audition Act 1970 and [Central] Rules 1971 as amended from time to time and Observe all formalities required as per said Act/Rules. The contractor shall also observe the provision under minimum wages Act 1948 [Central] Rules 1950 amended from time to time while engaging labour.
16. contractor shall indemnify and hold harmless the purchaser against all claims in respect of injury to any person howsoever arising out of the work in the course of such installation. The contractor shall discharge his entire obligation under the Indian Workmen Compensation Act in as for as it affects workmen in his Employment.
17. All the other terms and conditions remain same as per our Tender
18. Please acknowledge the receipt of this order and your willingness by submitting the duplicate copy of this order duly signed and stamped.

(Sandip P. Hirave.) Assistant Engineer
For Dy. Director General(E)

Scope of work is Annual catering & housekeeping of Guest House, and operation of 2 Nos. water Pumps at Doordarshan Kendra, Panaji-Goa..

Part-I Scope of Work

To provide Housekeeping, security and catering services and operation of water pumps in the Doordarshan Guest House, Altinho Panaji Goa

- 1. Upkeep and housekeeping of Doordarshan Guest House, Altinho Panaji Goa.** : Housekeeping shall include daily sweeping and weekly washing of the floors of the Guest House consisting of 2 nos. VVIP rooms, 2 nos. VIP rooms and 4 nos. General rooms and attached bathrooms, the reception, dining hall, kitchen and all internal staircases, corridors and surrounding open area, garden. Maintaining the garden with watering the plants. The contractor has to undertake cleaning and moping of floor area, cleaning of refrigerator, fans, cup and saucers (used for providing tea and coffee) drinking water glasses, light fittings etc. in all the VIP suites, guest rooms and cleaning of waste on a daily basis. The furniture and furnishing in all the rooms shall be kept dust free all the times. Rooms shall be sprayed with room fresheners daily.
- 2.** Operation and maintenance of water pumps at DDK staff quarters and at DDK office premises.
- 3.** The contractor will have to manage all the day to day needs in 24x7 as & when needed.
- 4.** The contractor shall provide laundered bed sheets, pillow covers and towels every alternative day or earlier whenever any occupant vacates a suite vacated suite should be kept ready for occupation quickly. Curtains must be laundered and woolen blankets dry cleaned once in a month, charges be borne by the contractor. Bed sheets, pillow covers, towels, curtain etc. will be provided by the Department. Washing charges including ironing charges are to be included in the contract rate and are not separately payable.
- 5.** The contractor shall ensure availability of liquid soaps in wash basins, naphthalene balls and toilet papers in urinals and toilets and refilling the same, mosquito repellents as and when required.
- 6.** The contractor shall provide service of a cook and provide breakfast, lunch and dinner to occupants on request. Menu and rates will be decided by the Office and Contractor mutually. The contractor shall keep sufficient paper tea cups, sugar cubes, tea bags, coffee powder, milk powder sachets in reserve for this purpose.
- 7.** The contractor shall provide/arrange mineral water to the guests as desired on actual cost basis. He shall keep reserve of mineral water in sealed bottle for the purpose. Hot / Cold drinking water (other than mineral water) is to be provided free of cost.
- 8.** The personnel engaged by the contractor shall attend phone calls at all times, to receive and note down the telephone messages and convey them to the concerned guests, promptly. Contractor should produce the Valid identity of the personnel engaged.
- 9.** The personnel engaged by the contractor shall provide adequate watch and ward cover to the Guest House
- 10.** Fans, AC units, refrigerators to be cleaned once in a month. To ensure that only guests use the facilities (TV Fridge, AC and cooking equipment) in the Guest House . The kitchen shall always be kept clean. The cutlery and crockery as also cooking utensils which shall be provided to the

contractor will be kept clean with standard washing powder.

- 11.** All carpeted areas, dust from doors, partitions, venetian blinds, fabrics (curtains) sofa-sets, cushioned chairs etc. shall be cleaned with vacuum cleaner once a week
- 12.** The contractor shall make proper arrangements for disposal of waste
- 13.** The contractor shall maintain a register of complaints received from the occupants of Guest House and redress the complaints. He shall also maintain proper records of in and out timings of the guests, collect rent from the guests in Guest House, issue receipts for such collections and deposit the same fully with the cashier, Doordarshan Kendra, Panaji Goa in the first week of the succeeding month and to obtain receipt from the Officer.
- 14.** Electric points (Lights, fans, ACs, Geysers, etc.) should be switched off when the room is not in use to conserve energy and avoid fire mishaps
- 15.** The contractor shall be responsible for any pilferage, loss, theft, damage of furniture, electrical equipment or any other article from the Guest House.

- 16.** The contractor shall be responsible for safe custody and maintenance of all items handed over to him in the Guest House. An inventory of all the items available in the Guest House, room- wise, shall be given to the contractor on his assumption of charge. He shall hand over all the items in the inventory and other stock registers at the time of termination of the contract in serviceable condition. Any damage to furniture, crockery, fixture, locks and fittings caused by the guest shall be charged separately in addition to the rent and the same shall be collected from the occupant, in case of dispute, the decision of the Head of office, DDK Panaji shall be final. He shall make good the deficient / damaged items or pay adequate compensation, as decided by the owner.
- 17.** The contractor shall ensure maintenance of Guest Registers and bills and vouchers, registers for room allotment and receipt books for inspection by any authorized person of the Department. The stock of furniture, utensils, fittings, crockery, cutlery, etc. shall be physically verified before start of the contract and continue to be verified by any authorized person of the Department at periodic intervals.

- 18.** The contractor shall undertake to have control over the maintenance of all items provided to him by the Department including Gas cylinders and in case of any loss or damage to the Department due to improper operation / maintenance of the equipment; the contractor shall be solely responsible.

- 19.** Fans, electrical fittings and air conditioner etc., will be kept clean and in serviceable condition at all times. Major repairs due to normal wear and tear shall be intimated to the O/o the DDG(E), DDK, Panaji without any delay for getting them repaired / rectified. Simultaneously, Civil / Electrical complaints in the Guest House are to be entered in the respective complaint registers maintained by the Officer-in-charge.

- 20.** The performance of the contractor will be reviewed every three months & if found satisfactory, will be allowed to continue, if performance is not satisfactory, contract will be terminated immediately.
- 21.** The contractor should appoint a Manager / Supervisor to visit the Guest House at frequent intervals to satisfy himself in respect of the quality of services rendered to the guests.

Part – II : Obligations of the Contractor.

- 1.A refundable security deposit of Rs. 10,000/- in terms of fixed deposit or Bank Guarantee should be submitted at the time of acceptance of contract by the eligible contractor. Same will be refunded after successful completion of contract.
- 2.Any short supply or inadequacy with regard to manpower, consumables and equipment employed by the contractor shall be viewed seriously.
- 3.The personnel shall report to the Officer-in-charge assigned by the Department.
- 4.The contractor is responsible for payment of monthly salary to the personnel.
- 5.The contractor is solely responsible for the statutory payments such as ESI, PF etc. paid to the concerned authorities. Proofs of such payments have to be produced as and when required.
- 6.The contractor shall submit the bills for the current month by the first working day of the next month so as to enable the Department to process the same and pay the contractor.
- 7.Tax shall be deducted at source as per the Income Tax Rules from the monthly bills.
- 8.If in the opinion of the Department, the contractor, does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third part contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and / or the money available with the Department as performance guarantee.
- 9.In the event of the Department deciding to renew this contract on the same terms as embodied or such other modified terms as it may think fit and proper, the Department shall communicate the decision to the contractor prior to the expiry of this Agreement, in which event the parties to this agreement shall be governed by such documents for future or further transaction.
- 10.Liaison shall be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keeper.
- 11.It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and payment of their wages.
- 12.The contractor shall ensure that its personnel present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement.
- 13.The Contractor shall indemnify and shall keep the Departmental indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to the third party.
- 14.In the event of any exigencies, the Department shall have discretion to call upon the contractor to provide such additional personnel as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this Agreement.
- 15.That the Contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and / or considered necessary for the efficient performance of the contract.
- 16.That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee / ex-employee of the contractor. The contractor is fully responsible for disciplined behaviour of the workmen.

17. All damages caused by the contractor to comply with any statutory / requirements and / or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by the department for each lapse and / or termination of the contract and subsequent disqualification from participation in any future tender of the Department.

18. Catering rates will be fixed by the department and same should be provided to the occupants at these rates only.

19. The contractor is liable for payment of penalty at the discretion of the Department up to a maximum of Rs. 250/- per instance for poor services, inadequate staff, improper upkeep or cleaning, poor washing of bed sheets, use of guest house properties by the personnel employed by the contractor etc. and/or non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the Contractor.

20. Plumbing and electrical maintenance for the day to day usage of the Guest House will be carried out by the Contractor. Only the material for replacement of the failed one will be provided by this Office.

21. A room will be provided only for the caretaker for his staying at the Guest House complex. Identity of every person should be clearly specified in the order acceptance letter. Any change in the same can be done only after taking proper approval from the Engineering Head. This has to be strictly adhered to for the Security reasons. No other unauthorized persons including relatives of the workers in the Holiday Home should be allowed in the premises. This will be viewed very seriously.

22. All the bookings/cancellation of the room will be done by the Office and contractor will not allot any rooms on his own without the written instruction from the Office.

All the above conditions must be strictly complied with and any deviation will be treated as breach of contract.

(Sandip P. Hirave) Assistant Engineer
For Dy. Director General(E)

Annexure –II

The documents submitted should be super scribed with the following

1. Title of the tender

2. Tender Reference No.

3. Date of Opening

4 .The quotations submitted shall remain open for acceptance for a period of 180 (One hundred and eighty) days from the date of opening of the Tender. If any Tenderer / Supplier withdraws his Tender / Quotation before the said period or makes any modifications in the Terms and conditions on the Tender / Quotation which are not acceptable to the Department, then the Government shall, without prejudice to any other right or remedy, be at the liberty to forfeit the Earnest Money as aforesaid.

5. GST/SAC/PAN / TIN number should be definitely indicated in your quotation.

6. Right of Acceptance

The undersigned reserves the right to reject the lowest tender or all the tenders without assigning any reasons whatsoever and has the right to go for negotiations, if any. Further, the undersigned reserves the right to increase or decrease up to 50% of the quantity of services specified in the schedule of the requirement without any change in the unit price of the order quantities or other terms and conditions at the time of award of contract. All Quotations / Tenders in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected.

7. Canvassing whether directly or indirectly, in connection with Tender / quotation is strictly prohibited and the Tender/Quotation submitted by the Contractors / Suppliers who resort to canvassing will be liable to rejection.

8. The undersigned also reserves the right to place Repeat Order up to 50% of the quantity of services contained in the running tender / contract within a period of 6 months from the date of order / agreement at the same rate.

9. **Language / Units**: All information supplied by the Tenderer and all markings, notes, designation on the drawings and associated write-ups shall be in "**Hindi & English languages**" only. All dimensions, units on drawings all references to weights, measures and quantities shall be in metric system only.

10. In case this is second enquiry, your quotation in response to the first enquiry should be presumed to be valid up to 180 days from the last date mentioned in page No.12 above unless we hear from you.

11. Failure and Termination Clause.

Timely completion of the stipulated works shall be the essence of the contract. If the Contractor fails to execute the works, within the period fixed for such completion in the schedule or at any time repudiates the contract before the expiry of such periods, the purchaser may without prejudice to any other right or remedy, available to him to recover demurrages for breach of the contract.

a) Recover from the Contractor as agreed, liquidated demurrages including Administrative expenses and not by way of penalty, a sum equivalent to 0.5% per week up to maximum limit of 10% of the contract value for such delay or part thereof (this is an agreed, genuine pre-estimate of demurrages duly agreed by the parties) which the contractor has failed to complete, is accepted after expiry of the aforesaid period, provided that the total demurrages so claimed shall not exceed 10% of the contract price of the works. After full period of extension, termination of the contract will be considered by the Organization.

b) Cancel the contract or a portion thereof by serving prior notice to the Contractor and if so desired complete the works not carried out, or others of a similar description (where works not carried out, exactly complying with particulars are not in the opinion of the purchaser) at the risk and cost of the Contractor. If the Contractor had defaulted in the performance of the original contract, the purchaser shall have the right to ignore his tender for risk purchase even though the lowest., where the contract is terminated at the risk and cost of the firm under the provisions of this clause, it shall be in the discretion of the purchaser to exercise his discretion to collect or not, the Security Deposit from the firm on whom the contract is placed, at the risk and expense of the defaulted firm.

c) It may further be noted that clause (a) above provides for recovery of liquidated demurrages on the cost of contract price of delayed supplies (whole unit) at the rate of 0.5% per week up to maximum limit of 10% of the contract value for such delay or part thereof. Liquidated demurrages or delay in works thus accrued will be recovered by the paying authority on instructions as specified in the Work order, from the bill for payment of the cost of works submitted by the contractor in accordance with terms of Work order on instruction from Purchaser regarding liquidated demurrages amount.

12. Termination of contract:

The purchaser reserves the right to cancel the order in the event of non-performance; / delay in execution of the work or unsatisfactory performance by the contractor and recover payment already made if any, along with losses / damages incurred.

General:

All the pages of the tender document should be duly signed, stamped and serially numbered on submission, failing which the tender may not be considered as qualified tender.

(Sandip P. Hirave) Assistant Engineer
For Dy. Director General(E)

General Instructions to the Bidders:

1. All documents / papers submitted by the bidder must be legible.
2. Bidders shall ensure to quote rate of each item. If any cell is left blank and no rate is quoted by the bidders, the rate of such item shall be treated as '0' (Zero)
3. The Earnest Money shall be in the form of Account payee Demand Draft Banker's cheque or Bank Guarantee from any of the Nationalized Bank / Commercial Bank drawn in favour of the Dy. Director General (E), Doordarshan Kendra, Altinho Panaji Goa
4. EMD deposit Rs.2000/- shall be placed in a single sealed envelope super scribed with tender reference No. and date of opening so as to reach the Dy. Director General (E), Doordarshan Kendra, Altinho Panaji Goa. before the scheduled time on the prescribed tender opening date. EMD received late shall be summarily rejected.
5. The successful Tenderer will be required to furnish Security Deposit within 2 weeks of placement of contract in one of the acceptable forms as per tender documents.
6. Tenderers may ask any clarifications, if required, before the date stipulated in the details of the tender items for the purpose. After that, no request will be entertained.
7. Small Scale Units Registered with NSIC under Single Point Registration Scheme for the items required in NIT shall be exempted from payment in respect of cost of Tender / Earnest Money as per the Government instructions on the subject on submission of documentary evidence of valid Registration.
8. The purchaser reserves the option to give Purchase preference to the offer from Public Sector Units and / or from Small Scale Cottage Industries Units over those from other firms in accordance with policies of the Government of India from time to time.
9. Tenderers shall separately indicate the rate and amount of GST, as applicable on the date of tendering in their offer failing which the offer will be summarily rejected.

(Sandip P.
Hirave)
Assistant
Engineer
For Dy. Director General (E)