Quotation

Notice Inviting Quotations for Housekeeping services at International Hostels, Anna University, Chennai-25

<table>
<thead>
<tr>
<th>Quotation No</th>
<th>AU/IH/HK/2021-22/001</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brief Scope of Work</td>
<td>Rendering Housekeeping services at International Hostels, Anna University, Chennai-25</td>
</tr>
<tr>
<td>Duration of contract</td>
<td>One year from the date of Agreement and second year after review of performance.</td>
</tr>
<tr>
<td>Quotation Document</td>
<td>The Quotation document can be downloaded from the Website <a href="http://www.annauniv.edu">www.annauniv.edu</a></td>
</tr>
<tr>
<td>Last date and time for submission of Quotation</td>
<td>24.02.2022, 03.00 PM</td>
</tr>
<tr>
<td>Date and Time of Opening of Technical Bid</td>
<td>Venue: Conference Hall, Office of the Dean CEG (first floor), Anna University, Chennai-25. 25.02.2022, 03.30pm.</td>
</tr>
<tr>
<td>Date of Opening of Financial Bid</td>
<td>Will be intimated at the time of Technical bid opening.</td>
</tr>
<tr>
<td>Bid Validity</td>
<td>90 days</td>
</tr>
<tr>
<td>Mode of Submission of Quotation</td>
<td>Speed post/ Registered Post/Courier/Hand Delivery.</td>
</tr>
<tr>
<td>Address</td>
<td>The Executive Warden, International Hostels, Anna University, Chennai-25.</td>
</tr>
<tr>
<td>For Sending Queries</td>
<td><a href="mailto:annaihhostels@gmail.com">annaihhostels@gmail.com</a>.</td>
</tr>
</tbody>
</table>
1. OVERVIEW

The International Hostels have three Blocks namely Tulip, Lavender and Flora Hostels. There are 288 Rooms, Hostel offices, Common Rooms, mess area etc. The Contractor can visit Hostels and assess the nature and essential services to be covered before quoting their rates.

The Quotation should be delivered in the Hostel office within the stipulated Date and Time. The Technical Bids will be opened on 25.02.2022, 03.00 pm. The financial Bids of those of the Contractors who are technically qualified only will be opened.

2. MINIMUM ELIGIBILITY CRITERIA

1. The Contractor shall necessarily be legal entity either in the form of limited company or private limited company registered under company Act. Other categories of Contractor will be rejected.
2. The Contractor should have registered with the Income Tax Dept. and registered under labour laws, EPF, ESI, Valid registrations under shop / service Tax Department.
3. The Contractor should have experience in providing similar Housekeeping services in schools / Educational Institutions / office Buildings / Hospitals in Government Departments / Public sector( Central or State) / Municipal corporations for the last five consecutive years.
4. Necessary certified copies in proof of all the above shall be enclosed.

3. SUBMISSION OF BIDS

1. The Contractor shall submit the Bid in a sealed cover containing two separate sealed covers consisting of (i) Technical Bid (ii) Financial Bid clearly superscribed and the two envelopes shall be kept in another single sealed cover and duly superscribed as common cover for the selection of ‘Housekeeping services’
2. The Bid shall be submitted not later than 03.00 pm, 24.02.2022.
3. It is the responsibility of the contractor to ensure that their bids reach before the due date / time.
4. Any Bid received by this office after the deadline as stipulated above shall not be considered and will be returned un – opened to the Contractor.
5. An authorized person with seal shall sign all the pages in the Quotations.
4. HOUSEKEEPING SERVICES
The following personnel shall be provided by the Agency

<table>
<thead>
<tr>
<th>Sl.No</th>
<th>Category</th>
<th>No</th>
<th>Qualification &amp; Experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Housekeeping Staff</td>
<td>As per requirement at the site.</td>
<td>Age Limit: Minimum 25 Years &amp; Maximum 55 Years. Educational Qualification: Minimum 5th Standard Experience: Minimum 2 years in similar work, working Hour: 8 Hours.</td>
</tr>
</tbody>
</table>

The scope of work is as follows:
1. Sweeping and wet mopping of the entire International Hostels premises with disinfectants, including rooms, reception areas, stair cases, etc. every day.
2. Collecting garbage and dumping the same outside the Hostels every day at the place designated by International Hostel for the purpose.
3. Cleaning of furniture (like Tables, chairs, etc) glass doors, glass windows in the International Hostels premises once a week.
4. Cleaning of all toilets with disinfectants every day in the morning and at periodical intervals during the working hours.
5. Periodic cleaning of walls, ceilings, etc to prevent formation of cobwebs.
6. Cleaning of fans, tube lights, etc at regular intervals.
7. After the visit of Guests and VIPs, rooms should be cleaned.
8. Performing other related tasks as & when required by Hostel Authorities.

The Agency is responsible for the maintenance and upkeep of the premises of International Hostels in the manner as specified in Annexure I

5. EARNEST MONEY DEPOSIT

1. Contractor should furnish a Demand Draft for Rs.50,000/- (Rupees Fifty Thousand only) towards EMD drawn in favour of The Executive Warden, International Hostels, Anna University, Chennai-25, payable at Chennai.

2. The EMD amount will be refunded to the unsuccessful Contractor, after the issue of work order to the successful contractor.

3. In respect of successful contractor, EMD amount shall be adjusted from the Security Deposit which of Rs.2,00,000/- (Rupees Two Lakhs only)

4. Without EMD, Technical Bid will be rejected.
5. The Demand Draft for EMD shall be placed inside the Technical Bid cover.

6. SECURITY DEPOSIT

1. The security Deposit of Rs.2,00,000/- (Two Lakhs only) shall be deposited once the work order is issued to the successful Contractor by Demand Draft drawn in favour of The Executive Warden, International Hostels, Anna University, Chennai -25.

2. Failure in the payment of security deposit will result in the cancellation of the work order.

3. On due performance and completion of the contract in all aspects, the security deposit will be returned to the contractor without any interest on presentation.

7. TECHNICAL BID

1. Separate Registration code number for EPF, ESI and PAN on Contractor name.
2. Average annual turnover for Housekeeping services for the last five years shall be Rs.30 Lakhs (Thirty Lakhs only)
3. During the last seven years, the bidder should have successfully completed either
   i) Three similar work each not less than 30 Lakhs.
   (or)
   ii) Two similar works each not less than 50 Lakhs.
4. Solvency for at least Rs.25 Lakhs from any nationalized / Scheduled Bank
5. Nature of company
6. Number and value of Housekeeping works successfully completed in the last three years.
7. Highest value of a single work completed.
8. Qualified staffs availability details, category wise.
8. FINANCIAL BID

The rate should be quoted excluding the GST.

1. Financial Bid should be prepared strictly as given below.

<table>
<thead>
<tr>
<th>S.No</th>
<th>Wages</th>
<th>Housekeeping Staff</th>
<th>Housekeeping Supervisor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Wages for one month (Minimum wages as per Tamilnadu Government guidelines on as 01.04.2021)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Bonus 8.33% (for Rs.3500/-)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>EPF 13.36%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>ESI 04.75%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Uniform</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Management over Head</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>TOTAL</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Payments shall be made by the competent authorities of the International Hostels as per the terms and conditions mentioned in the Quotation.

3. Prices shall be valid for a period of two years. However on revision of minimum wages the claim may be requested for revision in writing for enhancement.

4. Daily 18 No. of Housekeeping staff, 3 weekly leave, 3 Gardener, 2 Supervisor = Total 26 No. on Roll.
## 9. PERIODICITY AND NATURE OF SERVICES

Housekeeping service

<table>
<thead>
<tr>
<th></th>
<th>Service Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>WC Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>2.</td>
<td>Bathroom Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>3.</td>
<td>Wash Basin Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>4.</td>
<td>Floor Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>5.</td>
<td>Dustbin Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>6.</td>
<td>Mirror Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>7.(a)</td>
<td>Mopping - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>7.(b)</td>
<td>Mopping the verandah</td>
<td>Once in a week</td>
</tr>
<tr>
<td>8.</td>
<td>Door Cleaning - Room</td>
<td>Once a day</td>
</tr>
<tr>
<td>9.</td>
<td>Drainage Choke Cleaning</td>
<td>Immediately on receipt of complaint</td>
</tr>
<tr>
<td>10.</td>
<td>Placing of naphthalene balls in toilets</td>
<td>weekly</td>
</tr>
<tr>
<td>11.</td>
<td>Cobweb Removal</td>
<td>Weekly Once</td>
</tr>
<tr>
<td>12.</td>
<td>Door, WC, Urinals, Washbasins deep Cleaning</td>
<td>Weekly Once</td>
</tr>
<tr>
<td>13.</td>
<td>Floor Scrubbing</td>
<td>Once in a Week</td>
</tr>
</tbody>
</table>
14. Collection of garbage & segregation of bio degradable and non-biodegradable waste from each dustbin provided in the corridor of hostels & Mess transporting using tricycle and disposal. | Daily |
--- | --- |
15. Burial of carcasses | Immediately as and when required |
| The bill should be prepared by the Contractor and submitted to the International Hostel by the contractor as per the detailed procedure given in the tender documents |
17. Up keeping the roads- removal of plastic and non-plastic garbage from all the roads in front of the Hostel near to common utility centers, and playing grounds in the hostel zone. Segregation at the source and disposal. | Daily |

**Additional Points**

1. If plants, shrubs etc. grow on the walls, roof etc. they should be uprooted accordingly as directed by the authorities.

2. The sewer lines, running water pipes, urinal outlets etc. need to be cleaned in the event of any choking immediately.

3. Spraying of insecticides for outside and inside use, as per manufacturer’s specification, once every fortnight. Competent trained person should be deployed for this purpose.

4. Lady Conservancy Supervisor as well as scavengers/sweepers/conservancy labour will only be allowed in the Girls" Hostels and other places where females may be accommodated.
5. The vats in the campus should be kept clean on regular basis and the rubbish thus collected should be dumped in the garbage bins.

6. The agency should make necessary arrangements at its cost and responsibility to remove the dead animals, if any, immediately from the campus.

10. RIGHT OF ACCEPTANCE

1. The Executive Warden, International Hostels, Chennai reserves all rights to reject any bid including of those contractor who fail to comply with the instructions without assigning reasons whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Executive Warden, International Hostels, Chennai in this regard shall be final and binding.

2. Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvas for the work shall render the contractor bids liable for rejection.

3. The Executive Warden, International Hostels, Chennai reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the contractor.

4. In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract,, the Executive Warden, International Hostels, Chennai reserves the right to award the contract to the next higher BEV (Bid Evaluation Value) contractor or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and, this will be binding on the contractor.

5. The Executive Warden, International Hostels, Chennai may terminate the Contract if it is found that the Contractor is blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector undertaking etc.

11. NOTIFICATION OF AWARD BY ISSUANCE OF “LETTER OF ACCEPTANCE”

1. The successful contractor will be issued a Letter of Acceptance (LoA) in duplicate which shall be signed and returned within 3 days from the receipt.
2. The issuance of the LoA to the contractor shall constitute an integral part of the contract and will be binding on the contractor.

3. The time taken between the date of issue of LoA and notice to proceed shall not prevent the contractor to mobilize the manpower.

12. CONTRACTORS OBLIGATIONS

1. The Contractor shall provide services at International Hostels premises as per para 9 by the International Hostels during the Contractual period and it shall always form part and parcel of the Contract. The Contractor shall abide by such assignments as provided by the International Hostels from time of time.

2. The Contractor shall provide services through uniformed and trained personnel for the services and these personnel deployed shall be employees of the Contractor only.

3. The competent authorities of the International Hostels shall not in any manner be liable and all statutory liabilities (such as ESI & PF etc.) shall be paid by the Contractor.

4. The competent authorities of the International Hostels have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove any personnel with prior intimation to the officials of the International Hostels, emergencies, exempted.

5. If necessary, the Contractor shall cover its personnel for personal accident and death whilst performing the duty and the competent authorities of the International Hostels shall own no liability and obligation in this regard.

6. The Contractor shall exercise adequate supervision to reasonably ensure proper performance of Services in accordance with the Schedule of Requirements.

7. The Contractor shall issue identity cards / identification documents to all its employees and ensure they wear the cards.

8. The personnel of the Contractor shall not be the employees of the International Hostels and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment / duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.

9. The Contractor shall also provide at their own cost all benefits statutory or otherwise to their employees and the competent authorities of the International Hostels shall not have any liability whatsoever on this account.
10. The Contractor shall provide minimum of two sets of uniform to its personnel at their own cost.

11. Adequate supervision shall be provided to ensure that the services provided are in accordance with the prevailing requirements agreed upon between the contractor and International Hostels.

12. Allowing Leave, permission to Housekeeping staffs rest with the contractor. The competent authorities of the International Hostels will not grant any leave to the contractors staff.

13. During festivals and some important days the contractor should ensure that at least 5 staffs are available for providing the basic service.

**13. CONTRACTOR’S PERSONNEL**

1. The Contractor shall at all times ensure that it has sufficient, suitable and qualified personnel to supervise the International Hostels premises and in sufficient number to undertake the obligations imposed upon the Contractor under the Contract and to provide full attention for executing the work thereof.

2. The Contractor shall submit its Organization Chart, showing therein the details of key personnel with their full contract details. The Contractor shall also inform the competent authorities of the International Hostels of any change in its organization or its personnel.

3. The personnel engaged by the Contractor shall be dressed neat and clean with uniform (including proper name badges) and shall be provided with appropriate protective ware wherever necessary.

**14. CONTRACTOR’S LIABILITY**

1. The Contractor shall completely indemnify and hold harmless the International Hostels and its employees against any liability, claims, losses or damages sustained by them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the manpower service to the International Hostels.

2. The Contractor shall not be liable in any way whatsoever and the competent authorities of the International Hostels hereby expressly waives any right to, any loss, injury,
damage, cost or expense of whatsoever nature directly or indirectly caused by / resulting from or in connection with any Act of Terrorism or any Biological or Chemical Contamination or any Nuclear Risks consisting of /caused by / resulting from or in connection with any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) unless such loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data was due to the negligence or default of the Contractor or any of its employees engaged in providing of services to the International Hostels.

15. VALIDITY OF CONTRACT

The contract, if awarded, shall be initially for a period of one year from the date of award. In case of breach of Contract, or in the event of not fulfilling the minimum requirements /statutory requirements, the competent authorities of the International Hostels have the right to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the contractor and initiating administrative actions for black listing etc., solely at the discretion of the competent authority of the office of the International Hostels. The initial period of one year can be further extended, at the sole discretion of the authorities subject to satisfactory services.

16. PAYMENTS

1. After selection of the successful contractor, a price schedule shall be annexed to the Agreement according to which all payments shall be made to the Contractor by the International Hostels for services rendered.

2. The prices in the Price Schedule shall be exclusive of any service tax as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rate.

3. The Contractor shall raise invoice every month and submit the same at the office of the International Hostels by 5th of every following month. The payments shall made within one month from the date of receipt of the invoice, to the Contractor.

4. In addition to the Contract payments, for any additional services required by the competent authority of International Hostels, which are not specified in the Price Schedule, the cost for which will again be mutually decided by the International Hostels and the Contractor, will be paid separately.
5. All payments shall be made in Indian Currency by means of an Account Payee Cheque / E-transfer mode.

6. International Hostels shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. International Hostels shall provide a certificate certifying the deduction so made.

7. No payment shall be made in advance nor will any loan from any bank or financial institution be recommended on the basis of the award of work order.

8. TDS of 2% will be deducted from the total amount.

17. TERMINATION

This Contract may be terminated forthwith by either party by giving notice to the other in writing if:

1. The other party is in material breach of its obligations under this Agreement and / or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or

2. In case of breach of any of terms and conditions of the Contract by the Contractor, the Competent Authority of the International Hostels have the right to cancel the Contract, without assigning any reason thereof, and nothing will be payable by the International Hostels in that event, and the security deposit in the form of performance Bank Guarantee shall be forfeited and encashed.

3. The Contractor does not provide services satisfactorily as per the requirements of the International Hostels of / and as per the Schedule of Requirements

4. The Contractor goes bankrupt and becomes insolvent.
18. PENALTIES

1. The Contractor shall disburse salary to its deployed manpower inclusive of DA, if any, latest by 5th of every month. The Payment of the workers shall not be held-up in any case what so ever and the contract shall be liable to be terminated in that case. Security Deposit / shall be forfeited. The competent authorities of the International Hostels will have the power to appoint any other agency for manpower service at the risk and cost of the Contractor.

2. Whenever and wherever it is found that the assigned work is not performed up to the entire satisfaction of the competent authorities of the International Hostels, especially under the supervision of the Contractor’s Supervisor, it will be brought to the notice of the Contractor by the International Hostels and if no action is taken immediately, penalty of Rs.500/- per day per complaint will be imposed by invoking penalty clause.

3. In case the Contractor fails to fulfill the minimum statutory requirements (ESIC/EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor is liable to be blacklisted by the International Hostels, in addition to forfeiting of the monthly bills and performance Security Deposit.

4. In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring manpower services in the event of Contractor failing to provide requisitioned number of manpower, the International Hostels shall make deductions at double the rate of hiring rate on pro-rate basis from the bills prepared by the Contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the International Hostels.

5. Payment will be made after getting satisfactory feedback from the Students, Residential Counsellors and the Deputy Wardens.