1. What is the minimum wages suggested by the Anna University?

Anna University suggests minimum wages recommended by the State Government. However, the contractor is free to charge minimum wages suggested by the Collector of Chennai or minimum wages recommended by the PWD. But it has to be clearly mentioned what is the wages promised and proof for deposit of wages, ESI, PF, Bonus etc. has to be submitted every month to process the next month’s bill.

2. The details of buildings in Zone A, B & C?

Given in the tender document.

3. Can site visit be undertaken by the contractor individually?

Site visit for Zone A & B i.e. CEG, AC Tech. & SAP Campuses is scheduled on 27.10.2020. All the interested bidders have to assemble with authorization letter from the company @ 10.30 AM in front of the Estate Office, Anna University.

For Zone C (MIT Campus), site visit is scheduled on 28.10.2020. Contractors are requested to assemble with authorization letter from the company @ 10.30AM at the Main Gate of MIT Campus, Chromepet, Anna University.

4. Whether documentation charges are exempted for NSIC & MSME registered companies?

No exemption will be given for NSIC & MSME registered companies. Eligibility and exemptions as in tender document.

5. Method of paying EMD, Documentation fee etc.

EMD has to be paid as Demand Draft in favour of the Registrar, Anna University and documentation fee along with GST has to be paid as Demand Draft in favour of the Professor & Estate Officer, Anna University.

6. Whether consortium of companies or Joint Venture is permitted?

Consortium or Joint Venture is not accepted.

7. Is there any numeric for the number of manpower to be employed or machinery to be deployed etc.?

Contractor is free to decide the manpower and machinery requirement. But it has to be spelt out clearly in the tender submitted by the contractor.
8. Working hours suggested

**Working hours are from 8am to 5pm with 1 hour lunch break from 1.15 to 2.15pm.**

9. Number of supervisors suggested by Anna University?

**Minimum three persons, one for CEG, one for AC Tech. & SAP and one for MIT campus is required and one person at the call centre to register all complaints and computerization of activities is required.**

10. What are the housekeeping items and brand of materials for use that are advised by the Anna University?

**The brand and list of the housekeeping items expected to be used are given in the tender document. Similar quality or superior quality with approval can be used. The contractor has to spell out the quantum of cleaning material chemicals and other consumables to be used per 10,000 sft. area per month.**

11. Will there be any change with respect to the number of employees currently engaged by the company?

**No. Change. As given in the tender document.**

12. When presentation is required? Whether presentation of Methodology to be adopted has to be done? Whether it has to be submitted with tender document?

**Bidders who have qualified for the prequalification level and first level of technical evaluation will be called for presentation with respect to the aspects in the tender document. The presentation will become a part of the agreement for the successful bidder and methodology proposed for housekeeping is expected to be practiced as promised in the presentation. Presentation need not be submitted with the tender document.**

13. In form F, whether details has to be provided per year or quarterly?

**The details are to be submitted annually.**

14. Period of contract is one year or more?

**Contract period is one year and on continuous satisfactory performance, period will be extended for further period up to 2 years.**

15. Whether police verification is required for all employees to be engaged by the contractor.

**Yes, Police verification is required and also the bidders are advised to refer the reason for levy of fine, if their employee misbehaves or is not following the instructions of University.**

16. What will be the increase in contract value in the second and third year of contract period extension that would be given or what will be the methodology that will be followed?

**Detailed working sheet of the contract is to be submitted with the tender document, indicating the number of labours, wages to be given, ESI, PF, Bonus etc. as per the Government norms and the cost of chemicals and cost for deployment of machinery etc. are**
to be given. The price rise will be calculated similar to the method adopted by PWD / Government for increase in wages and in price variation of materials, the bidder has to give the quantum of materials, brand of materials that will be planned for use in the bid document.

If the details are not provided, the Anna University method of calculation has to be accepted.

17. Whether the existing housekeeping staff can be absorbed.

At present, it is planned to divert the excess staff for gardening and other activities. If there is any excess staff, it will be informed to the contractor and with the permission of the University the current staff can join the contractor.

18. Whether 3 years average turnover and 5 years balance sheet to be provided?

As per the tender document.

19. Whether COVID test to be conducted to all the employees?

As per State Government rules

20. Details of working days

Six days in a week. Deployment has to be done based on instructions of University even on holidays if required.

21. Whether University will work throughout the year or in vacation period, housekeeping has to be done as per plan?

The vacation period is usually from May 15th to June 30th. The contractor can transfer 25-40% of the man power to other work sites and reduce the cost accordingly. But it needs to be mentioned in the tender document and budget.

22. Whether space will be provided for storing machinery, cleaning materials etc.

The inward arrival of cleaning material has to be intimated and approved by authorized person of the University, without which the cost for material used will not be paid. Space to the optimal requirement for storage of machinery and materials would be provided by the University based on the availability.

23. Whether ESI, PF latest statement for one month or for what period it has to be provided?

It has to be provided for minimum one year.

24. Few items in Form I & J are repeated. Whether both forms need to be filled?

Yes
25. Whether payment will be made within 5 days to 10 days of the next month.

   On submission of required documents in time would enable the University to pay within the above period. Submission of partial details or incomplete details would delay the payment process.

26. Whether GST is applicable for housekeeping services?

   Applicable as per Government norms. But it has to be indicated separately with % of GST accounted in the total cost.

27. Whether solid waste management disposal is part of the contract?

   No. Dustbins will be located at designated places on the road side. The waste generated from the house keeping and other activities inside the building and the exterior rubbish within the zones need to be collected and deposited in the bins.

28. Whether quality of housekeeping would be given weightage?

   Yes, 40% is for the company’s previous experience and the infrastructure capability to carry out the housekeeping activities and the proposed methodology to upkeep the cleanliness in the buildings and adjoining areas of the three zones A, B & C. As a part of the technical evaluation, the proposed methodology of housekeeping has to be presented clearly with the manpower to be deployed in the buildings, cleaning materials to be used with quality for 10,000 sft. per month and deployment strategy of housekeeping machinery.

   60% weightage will be for the financial bid. Contractors who are eligible in technical evaluation only will be considered for the total evaluation and financial bid opening.

29. What will be method of quality evaluation?

   The user feedback, and the committee monitoring will rate the efficiency of housekeeping.

   The University also reserves the right to increase or decrease the area of housekeeping, if required from any point of time in the contract period and the charges will be paid as submitted in the tender document by computing the housekeeping charges per sq.mtr. of carpet area per month.