

SCOPE OF WORKS

The Employer expects the contractor to take full responsibility for providing Housekeeping Services (HS) as described in the tender documents.

As single point responsibility, the Contractor shall employ modern systems and services of high quality, integrating all functions necessary to support the above objective of the Bank by deploying competent, trained and experienced work force under a well structured system, using "Modern Management Techniques and well established / ISO certified standards and procedures".

1. The offices work regularly for six days in a week except on Sunday, public holidays and on 2nd and 4th Saturdays. The housekeeping works will have to be taken up for all the days. Sundays/other holidays can be used for extensive cleaning works. The contractor to engage in housekeeping services during 7:00 am in the morning to 8:00 pm. The entire internal and external premises shall be cleaned and kept spick and span before 09.30 am every day. As per Site Conditions, The estimated no of persons to be engaged is already furnished in tender document
2. **All the cleaning material and consumables required for providing the above service as well as the equipments should be provided by Agency. Canara Bank will not supply any of the required items nor make additional payment for the said items. Agency should quote rates accordingly in Financial breakup attached in Bid Document.**
3. As and when unforeseen, miscellaneous work arise the contractor, will have to carry out such work with his existing workers.
4. **Waste Management :Devise and implement waste management systems for removal of dry as well as wet waste from office / common areas/ other designated areas to central collection centre initially and final disposal outside the building as prescribed by the local statutory bodies like Pollution Control Board, MCGM, MMRDA etc. Necessary records should be maintained as a proof of carrying out the waste disposal. The disposal is to be carried out in presence of the security guard and / or the designated representative /s employed by the Employer.**

The contractor has to dispose the dry as well as wet garbage in a manner as approved by the municipal corporation as per the frequency mentioned below:

Dry garbage - daily

Wet garbage - daily

No extra payment for disposal of dry and wet garbage will be made to the contractor separately.

In case, the services of the contractor are not found satisfactory or the contractor does not arrange for waste disposal as per the frequency specified, the Employer shall engage separate agency for disposal of dry as well as wet waste and charges paid by the Employer to the agency deployed will be recovered from the payment of the contractor. The decision of the Employer in this regard shall be final and binding on the contractor.

5. The contractor has to depute a facility manager as one point contact and authorized representative and should be available in the building to supervise and control his workers and take down instructions from the Officer-in-charge of the Bank. The supervisors should be provided with mobile phones for communication.

6. For working in the bank premises, the workmen and supervisory staff of the contractor shall obtain entry pass issued by the Bank. All the staff of the contractor may be required to undergo security check as per the rules and regulations of Bank from time to time.

7. **METHOD OF CLEANING:**

- A. Sweeping in all the floors should be done manually /mechanically
- B. Cleaning of carpets/mats should be done mechanically
- C. Chairs/Sofa or fabric upholsteries should be cleaned manually/mechanically
- D. Tables, Storage units, fans, etc., should be cleaned manually on regular intervals.
- E. Light fittings should be cleaned manually/mechanically on regular intervals.
- F. Wallpaper should be cleaned manually.
- G. Exhaust Fans should be cleaned manually on regular intervals once in a week.
- H. Façade should be cleaned manually once in 2 weeks.

8. All the laborers (male and female) should be provided with distinguishable uniform, maintain personal hygiene, neatly groomed and should maintain strict discipline within the building premises. The contractor is required to engage the following categories of workers daily as per the timings mentioned below.

- 1) Supervisors - 7.00 am to 8.00 pm
- 2) Housekeepers - 7.00 am to 8.00 pm

The supervisors and housekeepers should be deployed in shift of 8 Hours duty in such a way that required work force is available to undertake the works.

9. The following chores are to be taken up daily, by employing experienced personnel whose outlook should be smart and courteous at all times. The various services required are as follows:

1. **Internal Housekeeping services: The daily chores to be carried out are as follows:**

- 1.1. The floors shall be swept and wet mopped and kept ready by 9.30 AM and to be then followed by regular cleaning and mopping so as to continue to maintain neat and clean condition throughout the day.
- 1.2. The workstations, tables, chairs, almirahs, storage units and all other furniture shall be cleaned and kept ready by 9.30 am.
- 1.3. The dustbins shall be cleared daily once in the morning and once in the evening.
- 1.4. The doormats shall be cleaned off dust, mud and grime as required.
- 1.5. Atrium, fire and general staircases and terrace shall be cleaned daily by 9.30 A.M.
- 1.6. Glass partitions/doors at all floor to be cleaned neatly daily by 9.30 A.M.
- 1.7. Cleaning of name plates of section, executives, floor name plates daily by 9.30 A M.
- 1.8. The fire extinguishers/fire hydrants which are kept in the premises should be cleaned daily.
- 1.9. Shifting of the small things from floor to floor within a building.

Note: The above frequency is only indicative and may be increased depending on needs.

2. **Internal Housekeeping services: The weekly chores to be carried out are as follows:**

- 2.1. The ceiling , false ceiling, coving, wall panel, wall surfaces, cornices, exhaust fans etc., shall be cleaned for removal of dust, dirt, cobwebs, etc., manually and/or by using necessary equipment.
- 2.2. The vertical blinds shall be cleaned for removal of dust / dirt.
- 2.3. Thorough cleaning of ceiling fans, wall mounted fans, light fixtures, AC indoor units and such other equipments kept in the office area.
- 2.4. The glazing of the doors, partitions, internal glazings, windows, partitions, etc., shall be cleaned with glass cleaning liquid. Etc.,
- 2.5. The door and window frames, panels shall be wiped with a dry mop.
- 2.6. Thorough cleaning of top surfaces of canopies, open terrace areas at all levels / heights and keeping the water outlets free from choking / blockage, etc.,
- 2.7. Carpets shall be vacuum cleaned.
- 2.8. Dusting and cleaning of all stair case railing.

3. External Housekeeping services: The chores to be carried out are as follows:

- 3.1. Daily sweeping of the paved areas / hard areas by manual sweeping.
- 3.2. Daily sweeping and wet moping of internal areas of utilities buildings, dispensary, security blocks, etc.,
- 3.3. Cleaning of dried leaves and dust particles at the main entrance gates every hour.
- 3.4. Cleaning of terrace area should be done weekly once.
- 3.5. Tank cleaning, Sump Pump cleaning, Monsoon activities like silicon filling, sump pump cleaning, outside chamber cleaning, clearing stagnant water within the premises.

4. Sanitation works: The various chores to be carried out daily are as follows:

- 4.1. Cleaning of all toilets, wiping of WC seats, flush fittings, floors, dado rail etc., by 9.30 am. Toilets to be cleaned thrice a day by morning before 9.30 AM, afternoon 1.00 PM and evening 4.00 PM and fragrance liquid to be poured during each cleaning.
- 4.2. Cleaning of all sinks and counter tops, partitions, urinary stalls, wash room mirrors, etc, and restocking of washroom supplies like toilet paper, tissues, soaps, etc., to be done by 9.00 am.
- 4.3. Removal of garbage / trash and replacement of waste basket underliners daily by 9.00 am.
- 4.4. Scrubbing of toilet and cleaning with Acid at all floors weekly.
- 4.5. placing of toilet refreshners.
- 4.6. spraying of room freshners.
- 4.7. Removal of internal blockages in fixtures, pipes and specials.
- 4.8. Maintaining the toilet stink free throughout.
- 4.9. Clearing out the urinal, wash basin & Nahani Trap weekly with vaccum cleaner.

5. Housekeeping services in conference rooms:

1.1 The building is provided with a multipurpose hall / conference room/ Board room. In addition to it many small meeting rooms are provided. The interiors and all its accessories such as telephone instruments, light fittings, projectors, TV screens, fans, mirrors, etc., are to be cleaned thoroughly on a daily basis. As and when meetings are held, before and after the meetings thorough cleaning to be done and arrangement for drinking water, clearing the left out eatables, etc., needs to be undertaken by the agency.

1.2 Good quality perfumes are to be sprayed twice a day in conference room, lobby and cabin to keep the ambience in good fragrance and acceptable general ambience.

I. Carpet in all the above areas shall be got shampooed once in a three month.

A. All the equipments which are required for the cleaning of the site needs to be installed.

- The scope also covers installing the necessary equipments and other accessories, providing trained manpower for carrying out the cleaning services including maintenance and up keep of the system/equipments.

B. Pest Control, Rodent Control and Anti- Termite Treatment.

The job of Pest Control shall include the following:

- (i) General Pest Control/ anti termite treatment which includes eradication of cockroaches, mosquitoes, flies, lizards, termites etc. especially anti termite injection treatment for termites through insecticides as per Government of India and WHO norms. The Pest Control should cover all the places like spray under the tables, chairs, workstations, almirahs, wooden furniture, false ceilings, all stair cases, lift lobbies, toilets, washrooms, drain ducts/manholes, pantry, canteen, record rooms, all AHUs, machine rooms, guard room, common area, passage, basements, dustbins, open area, etc and should leave no space unattended. Fogging should be carried out in the premises.
- (ii) Rodent control shall be carried out for controlling rat problem inside as well as outside the premises and safeguarding the important files, papers, Boxes, carpets, electrical and Telephone wiring, false ceiling, paneling, etc. from rodents damage. This service will be provided in the entire office premises. The treatment will be carried out by mechanical trapping or glue pads placed.
- (iii) Agency must ensure that the pest control once done shall remain effective upto next Pest Control failing which it shall have to be done again without any cost.

Carrying out periodical internal pest control, rodent control and anti-termite treatment in the office premises as per the frequencies specified below by the Bank to keep the building both externally & internally pest free.

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| 1) Pest/ Anti-termite control- | Once in two weeks
(Gel treatment in office, toilet, canteen area) and chemicals spray treatment in passage, storage area, toilet etc. |
| 2) Rodent control- | Once in a month |
| 3) Larva (Mosquito) Treatment- | Once in two weeks for all water bodies |

The service provider shall be required to use only those chemicals/ pesticides that have been approved for the household/ office purpose by Govt. authorities.