

## SCOPE OF WORKS

1. The offices works regularly for six days in a week except on Sundays public holidays and on 2<sup>nd</sup> and 4<sup>th</sup> 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 9.00 am in the morning to 5:00 pm. The entire internal and external premises shall be cleaned and kept spic 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 will be provided by Canara Bank .Agency will not supply any of the required items nor make additional payment for the said items.**
3. As and when unforeseen, miscellaneous work arise the contractor, will have to carry out such work with his existing workers.
4. The contractor or his authorized representative should be available at the work site to effectively supervise and control his workers and take down instructions for compliance the Officer-in-charge of the Bank. The facility Manager and supervisors should be provided with mobile phones for communication.
5. 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.
6. **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.
7. 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) Housekeepers - 9.00 am to 5.00 pm
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.

**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 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.

**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, dadoing 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.

**5. Housekeeping services in conference rooms:**

- 1.1 There is one main Seminar hall/Conference room. The interiors and all its accessories such as telephone instruments, light fittings, projectors, TV screens, fans, chairs, mirrors, etc., are to be cleaned thoroughly on a daily basis. Whenever meetings are scheduled, before and after such 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.