

## 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 8.30 am in the morning to 4:30 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.

### Housekeepers - 8.30 am to 4.30 pm

8. 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 - Daily Services:** The daily chores to be carried out are as follows:

- 1.1. The floors shall be swept, mechanically cleaned / vacuum cleaned and wet mopped and kept ready by 9.30AM and to be then followed by regular cleaning and mopping at least thrice daily as the case can be so as to maintain spic and span condition throughout the day.
- 1.2. The workstations, tables and chairs and all other furniture shall be cleaned and kept ready by 9.30AM & cleaned twice in a day.
- 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 also be cleaned daily by 9.30AM.
- 1.6. Glass partitions/doors in assigned floors to be cleaned neatly on daily basis by 9.30am.
- 1.7. Cleaning of name plates of section, executives, and floor name plates daily by 9.30am.
- 1.8. Water cans and water bottles have to be refilled for all the staffs wherever necessary.
- 1.9. Serving drinking water & refreshments, clearing the left out eatables including cleaning of flask, plates, glass etc. wherever necessary.

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

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

- 2.1. The false ceiling, coving, wall panel, wall surfaces, cornices etc., shall be cleaned for removal of dust, dirt, cobwebs, etc., manually / by using necessary equipment.
- 2.2. The vertical blinds shall be cleaned for removal of dust / dirt.
- 2.3. Thorough cleaning of ceiling, wall mounted fans, telephones, light fixtures, AC indoor units, photocopier machines, almirahs, filing

racks, compactors and such other equipments etc, kept in the office area.

- 2.4. The glazing of the doors, partitions, internal glazing's, windows, partitions, etc., shall be cleaned with glass cleaning liquid.
- 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 chocking/blockage etc., All other vertical surfaces and horizontal surfaces shall be cleaned / mopped with dry / wet mop depending upon the requirements so as to retain the initial sheen.
- 2.7. Carpets shall be vacuum cleaned.
- 2.8. Dusting and cleaning of stair case railing.

**3. Internal Housekeeping services - Other routine services:** Other routine chores to be carried out are as follows:

- 3.1 Good quality perfumes are to be sprayed twice a day in each lift to keep the lift atmosphere in good fragrance and acceptable general ambience.
- 3.2 Carpets shall be got spot shampooed at least once in three months and totally shampooed annually from approved agencies.
- 3.3 All floors, furniture, equipment, machinery, stair cases etc., in all buildings shall be presentable, spic and span at any point of time.
- 3.4 Shifting of telephone units, computers, loose furniture, chairs, tables, almirahs, filing racks, compactors, etc., within the building from one location to other required location as per the instructions of the Officer- in-charge of Bank.

**4. Rodent and pest control:**

- 4.1. All the buildings as well as outside areas within the compound wall shall always be kept free of rodents and pests like cockroaches, mosquitoes, rats, lizards, ants, termite, etc., The scope of work also includes disallowing of animals & birds into the compound wall. A register for complaints also indicating preventive action taken shall be maintained and shall be got signed by the Officer-in-charge on

weekly basis. Chemicals, items used if any for rodent and pest control shall be got approved from officer-in-charge.

4.2. Tools for rodent and pest control will be procured by the bank;

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

- 5.1. Daily sweeping of the paved areas / roads / hard areas by mechanical sweeping machine and manual sweeping in areas where mechanical sweeping is not practical.
- 5.2. Daily sweeping and wet moping of internal areas of utilities buildings, dispensary, domestic water pump room, firefighting sump room, security rooms, etc.,
- 5.3. Cleaning of storm water drains and removal of dried leaves, paper, dead animals/birds, etc., daily.
- 5.4. Cleaning of dried leaves and dust particles at the main entrance gates every hour.
- 5.5. Maintenance of valve chambers, inspection chambers, manholes, sewer lines including immediate clearance of blockage, if any.
- 5.6. Cleaning / dusting of the gates and boards.
- 5.7. Cleaning / dusting of the ornamental compound wall inclusive of wiping of electrical fixtures on alternate days.
- 5.8. Removal of debris / garbage and transporting the same outside the premises and proper disposal of waste on daily basis.
- 5.9. Cleaning of all sides of the buildings as per the instruction from officer-in- charge on daily basis.
- 5.10. Dewatering and cleaning of the overhead tanks as required by Officer-in- charge of Bank.
- 5.11. Daily cleaning of founders' photo and bust and arranging for garlands.
- 5.12. Cleaning of overhead tanks and sumps - monthly once.

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

- 6.1. Cleaning of all toilets, wiping of WC seats, flush fittings, floors, dadoing etc., by 9.30am. Toilets to be cleaned thrice a day by morning before 9.30am afternoon 1.00 am and evening 4.00 PM and fragrance liquid to be poured during each cleaning.
- 6.2. Cleaning of all sinks and counter tops, partitions, urinary stalls, wash room mirrors, etc
- 6.3. Removal of garbage / trash and replacement of waste basket underliners daily by 9.00AM.
- 6.4. Weekly scrubbing of toilet floors.
- 6.5. Restocking the washroom supplies like toilet paper, tissues, soaps, etc.,
- 6.6. Collection and transportation of garbage / trash out of the building including proper disposal as per prevailing Govt. Rules, if any.
- 6.7. Providing and placing of toilet refreshers.
- 6.8. Providing and spraying of room fresheners.
- 6.9. Removal of internal blockages in fixtures, pipes and specials.

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

- 7.1. There are board rooms/conference rooms/mini conference rooms. 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 serving drinking water & refreshments, clearing the left out eatables, etc., needs to be undertaken by the agency.
- 7.2. Good quality perfumes are to be sprayed twice a day in each room to keep the room atmosphere in good fragrance and acceptable general ambience.
- 7.3. Carpets shall be got spot shampooed at least once in three months and totally shampooed annually from approved agencies.