

Scope of Work Cleaning Services

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre-designated managers/supervisors of the Contractor will supervise the awarded work. The Contractor has to ensure that the staff deployed will wear well-dressed and neat and clean uniform. Officials of GIL will monitor the entire work and staff deployed by the selected tenderer.

A. Daily Services: Housekeeping/cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain, spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 10.00 AM. The following tasks are to be conducted:-

- 1) Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, committee rooms, office rooms, cabins, cubicles, etc.)
- 2) Sweeping, cleaning, mopping with disinfectant/cleaner of the area covered under the contract, including all staircases, cabins, lobbies, reception, all rooms, office rooms, cabins, meeting rooms, security place, all Washrooms and other areas as covered in the contract.
- 3) Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site on daily basis.
- 4) Dusting of all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.
- 5) Spraying Room Fresheners in all rooms and washrooms, on a daily basis at regular intervals. which are provided by successful bidder.
- 6) Scrubbing/cleaning of toilets, washbasins, sanitary fittings, mirrors, glasses, toilets, etc.
- 7) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries which include liquid hand soap, air fresheners, sanitary cubes, naphthalene balls in toilets etc., after daily check-ups in the morning, afternoons and on call basis during day time.
- 8) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, door mats etc.
- 9) Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- 10) Check and remove hairs, dust, dirt or any such unwanted object from anywhere in area covered under the contract.
- 11) Cleaning, dusting, scrubbing of pantries, reception, security rooms, conference halls, committee rooms, computer labs etc.

B. Waste Disposal Management:

The contractor will employ his staff for the collection/disposal work. The garbage will have to be disposed of at least twice a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/disposal etc.

C. Weekly Services: The deep cleaning of the entire area will be done by the Contractor once a week as under:-

- Dusting of entire area including windows/window panes/doors/ ledges, etc.
- Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings & high walls, removal of wash stains on walls, cleaning roofs, porches etc.
- Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
- Cleaning of all windows glasses and grills with detergent/ cleaning agents.
- Clean glass frames, soap holders etc., to a shiny finish.
- The contractor will make a cleaning programme and submit to GIL for weekly cleaning so that GIL's concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
- The Contractor will work in the specified area mentioned in the scope of work.
- The Contractor will provide the duty register to GIL as required.

D. Housekeeping Monitoring and Control: For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

- Toilets Checklist: This is to be attached on the Back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily.
- Management / Housekeeping Service Requirements/ Complaints Report:-This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, GIL. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.
- Housekeeping Services Complaint Register: - This register is to be completed on the basis of information received by the Housekeeping Manager from GIL through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from GIL, etc. and necessary action is to be taken.

E. Material : -

- Successful bidder have to provide all material regarding cleaning and sanitization service. The material should be of good quality like Tasky cleaners.

F. Manpower:-

- Successful bidder have to deploy total 6 housekeeping staff (2 women, 4 men) on full time basis at GIL office.
- Shift of all manpower
 - 3 manpower from Morning 9.30 AM to Evening 6.00 PM
 - 3 manpower from Morning 10.30 AM to Evening 7.00 PM

Sr No.	Particular list	Frequency of cleaning
1.	Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract	3 times a day
2.	Sweeping, cleaning, mopping with disinfectant/cleaner of the area covered under the contract, including all staircases, cabins, lobbies, reception, all rooms, office rooms, cabins, meeting rooms, security place, all Washrooms and other areas as covered in the contract.	3 times a day
3.	Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site.	1 time a day
4.	Dusting of all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all windows glasses and grills. Cleaning and dusting of window panes / venetian blinds.	1 time a day
5.	Spraying Room Fresheners in all rooms and washrooms, on a daily basis at regular intervals	3 times a day
6.	Scrubbing/cleaning of toilets, washbasins, sanitary fittings, mirrors, glasses, toilets, etc.	3 times a day
7.	Cleaning of overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, door mats etc.	1 time a day
8.	Placing garbage bags in all garbage bins to avoid stains and stinks and clear them	1 time a day
9.	Check and remove hairs, dust, dirt or any such unwanted object from anywhere in area covered under the contract	3 times a day
10.	Cleaning, dusting, scrubbing of pantries, reception, security rooms, conference halls, committee rooms, computer labs etc.	3 times a day
11.	<p>The deep cleaning of the entire area will be done which are listed below.</p> <ul style="list-style-type: none"> • Dusting of entire area including windows/window panes/doors/ ledges, etc. • Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings & high walls, removal of wash stains on walls, cleaning roofs, porches etc. • Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material. • Cleaning of all windows glasses and grills with detergent/ cleaning agents. • Clean glass frames, soap holders etc., to a shiny finish. • The contractor will make a cleaning programme and submit to GIL for weekly cleaning so that GIL's concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work. • The Contractor will work in the specified area mentioned in the scope of work. • The Contractor will provide the duty register to GIL as required. 	1 time in a week