

## **AIFF NCE Housekeeping Services:**

**Date :** 08-07-2022 to 15-07-2022

**Type of Contract :** contractual

**Email Application with one page resume to :** tenders.nce@the-aiff.com

**Email Subject :** Application for the Housekeeping Service Agency

**Location:** AIFF, National Centre of Excellence, Kolkata

**Application Deadline :** July 15, 2022

### **Scope of Work-**

The objective for hiring a housekeeping agency is to maintain a high level of cleanliness, hygiene and presentable look of the AIFF National Centre of Excellence (AIFF- NCE) Technical Centre building. The contractor has to ensure that the staff deployed is equipped with essential modern equipment and machinery. The deployed staff should be in neat and clean uniform approved by the AIFF. Officials of AIFF will monitor the entire work and staff deployed by the contractor.

#### **A. Cleaning 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. The areas which are to be cleaned or maintained once/ twice in a week; and the works which are to be done monthly are also mentioned below.

Please note that all the below mentioned frequency of conducting any work shall vary as per requirement, the housekeeping staff must cooperate and comply with the AIFF's daily schedule.

The following tasks are to be conducted: -

**1) Sweeping and mopping disinfecting of floors:** Sweeping and mopping, removal of waste and any other garbage from the entire area covered under the contract. The areas which should be regularly cleaned are mentioned below-

- Regularly- Ground Floor: Entrance lobby area- interior floor, exterior ramps and steps, Physiotherapy Room, Fire exit area- floor near ST03, ramp & steps of the fire exit towards the Natural Pitch ramp and step towards Artificial Turf near ST02.  
First floor: Lobby area, Corridor- Both towards Artificial Turf and vacant land, area near ST02, Washroom floor, Vinyl Floors- Classroom, Workstation, Technical Room, Wooden Floor- Café / Refreshment area.  
Main Staircases: Staircase 01 (lobby area), Staircase 02 (near Artificial Turf entrance), Staircase 03 (near Emergency fire exit).

- Weekly- Washroom floors of TDR- 1,2,3,4,5 & 6, Ice-bath area floor of TDR 3 & 4, Store Room, Open Terrace, Entire Ground Floor

**2) Deep cleaning and Vacuum machine cleaning:** The below mentioned area needs vacuum cleaning on a regular basis. Any dirt, garbage, spots or mud needs to be removed from this area.

- Regularly- Ground Floor: Sports floor in Corridor area.
- Weekly-Once in a week Sports floor of TDR- 1,2,3,4,5 & 6; First Floor: Carpet floor in Conference room, Cabin, Meeting room; Vinyl floors of Work Station, Cabin, Classroom, Conference room, Technical room- furniture, tables, chairs, desks.

**3) Scrubbing & cleaning of toilets, WCs, Wash basin counters, basins:** The staff should ensure toilets and washroom components are in neat, clean and hygienic condition. The WCs and basins are expected to be spotless every day during the working hours. The below mentioned areas are to be cleaned-

- Regularly- First Floor both the washrooms
- Weekly- Once in a week the Ground Floor Washrooms of TDR- 1,2,3,4,5 & 6

**4) Replacement and checking stock of consumables in toilets such as liquid soap, naphthalene, odonil, polyethene bags for dustbins:**

- Regularly- Both the washrooms of first floor must be checked regularly and refilling/restocking must be done accordingly.
- Weekly- Once in a week for the Ground Floor Washrooms of TDR- 1,2,3,4,5 & 6 the above-mentioned task is needed to be done.

**5) Cleaning of Dustbins:** The dustbin or waste boxes needed to be cleared and the waste materials are to be disposed at the proper designated area.

- Regularly- Ground Floor: Lobby area. (Reception), Ice-bath room (only in TDR 3&4), Washrooms. First Floor: Two Washrooms, Classrooms, Workstation, Meeting rooms, technical room, Cabin, Conference room, Refreshment area.
- Weekly- TDR 1,2,3,4,5 & 6 - Locker rooms, Physiotherapy Room.

**6) Glass door and panels cleaning:** There are a significant number of glass panels, doors in the Technical Center building which are to be cleaned at regular intervals.

- Weekly- Ground floor lobby area (Reception) & First floor lobby area and all other glass doors.

**7) Window glasses and window frames cleaning:** The Technical Center building consists of glass windows, especially in the first floor. The contractor's objective will be to ensure cleanliness and neatness of the glasses.

- Monthly- Reception and lobby area side glass windows along ST01 of Technical Center building shall be cleaned at least twice monthly. (More frequently as and when required)
- Weekly- All glass windows and frames in the Ground and First floor needed to be cleaned at least once a week.

**8) Dusting:** The contractor has to ensure that the areas which are stated below shall be made dust-free as per the mentioned intervals.

- Regularly- Dusting should be done regularly in the Ground Floor: Lobby area (Reception) furniture, electrical appliances & First Floor: Lobby area furniture.
- Weekly- In the Ground Floor TDR 1,2,3,4,5 & 6 - Lockers, Benches, Massage beds, cubicle partitions, electrical appliances; dusting shall be done at least once a week. Twice in a week dusting shall be done in the First Floor Classroom- benches, tables, electrical appliances (if any), Workstation, Meeting rooms, Technical room, Cabin, Conference room, Refreshment area- Furniture, wall panels, interior installations, electrical appliances.

**9) Aluminium fins and steel railing cleaning:** The aluminium fins in the building should be dirt and mud free, also during rainy season these might get wet so the presentable look and neatness shall be maintained. Since the railings are a major touch-point these needed to be cleaned from time to time to maintain the hygiene of the building.

- Monthly- All Ground & First Floor aluminium Fins are to be cleaned at least twice in a month.
- Weekly- All Ground & First Floor stainless-steel railings are to be cleaned at least once in a week.

**10) Wooden door and door handle cleaning (Sanitization of touch-points):** Since doors and door handle are major touch point these are to be cleaned and disinfected from time to time, the frequency of which is mentioned below.

- Regularly- Regular cleaning is required in the First floor: All doors and door handles.
- Weekly- At least once in a week cleaning has to be done in the Ground Floor: All doors and door handles

**11) Cleaning of Elevator:** Elevator interior, exit door and sanitization of the elevator has to be done by the contractor at least once in a week.

**12) Cleaning of cobwebs:** Cobwebs are to be cleared at least twice in a month both at the Ground and First floor of the Technical Center building.

**13) Cleaning of switch boards and light fixtures:** All the switch boards, light fixtures and other electrical controls are to be cleaned at least twice in a month both at the Ground and First floor of the Technical Center building.

**14) Shafts:** All the electrical shafts should be cleaned at least once in a month.

**15) Electrical Room:** The electrical rooms both in the Ground and First Floor has to be cleaned at least once in a month.

**16) Overhead water tank area:** The overhead water tank area and the stairs leading towards it should be cleaned at least once in two months.

## **B. Waste Disposal Management:**

The contractor will ensure collection, screening/segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the contractor will make sure suitable transport and dispose garbage from the earmarked area to the nearest Corporation bin outside each premise.

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

### **C. Pest and Rodent Control Services:**

- 1) The Contractor shall take effective measures for rodent and disinfection Services including fogging etc. in the area under contract.
- 2) The Contractor shall use chemicals that are harmless to humans and machines which are in accordance to the specification of WHO. Further, the chemicals should not leave any spots in the treated area. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him.
- 3) The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of AIFF.

### **D. Housekeeping Monitoring:**

For better management and smooth services, the following monitoring mechanism should be adopted by the contractor: -

- 1) 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. This will help the contractor and AIFF-NCE management to monitor the washroom items' usage and stock.
- 2) 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. Any suggestions/ remarks or complaints made on AIFF's behalf needs to be mentioned in the report. Any change in housekeeping schedule or staff changing must also be mentioned in the report. This report should be emailed to AIFF-NCE officials once in a month.
- 3) Attendance Sheet: - The contractor must maintain a daily logbook for marking the attendance of housekeeping staff.

### **E. Number of Individuals and Working Days/Hours:**

- 1) Minimum 4 manpower to be provided for maintaining the complete area
- 2) Working Hours: 12hrs of shift

The working days and hours must be kept flexible by the contractor. Staff must be present at the site even on Sundays as and when required. Similarly, the working hours can vary sometimes, depending on the sports and other activity schedule of the AIFF National Center of Excellence.

**F. List of Equipment:**

- Please provide the list of equipment with the sample picture. Example Floor cleaner/ Scrubber machine, Vacuum cleaner machine, Garbage Bin and bags, Sanitiser stand

**Note :**

Applicants are requested to visit the premises before sharing the quotation as the Housekeeping service provider.