REQUEST FOR PROPOSAL (RFP)

RFP TITLE: Cleaning and Support Services for a Period of 24 Months for icddr,b in Dhaka, Matlab, Teknaf and Field Sites

RFP NUMBER: icddr,b/SCM/OTM/2022/15  Date: 16 September 2022

PRE-TENDER BRIEFING: 11:30 am on 22 September 2022 in Facilities Management Conference Room, Chiller Building Level-4, icddr,b, Mohakhali Dhaka

CLOSING: 03:00 pm on 10 October 2022  (Late Tenders Will Not Be Accepted)

LODGEOMENT OF TENDER TO:

By Hand:
Director, Supply Chain Management
icddr,b
Tender Box kept in Supply Chain Management Office, 1st Floor of Chiller Building
68 Shaheed Tajuddin Ahmed Sarani,
Mohakhali, Dhaka 1212

Price: 5,000/- per set
1. CONDITIONS OF TENDERING

icddr,b is a Bangladeshi-based international Health Research Organization, which is dedicated to innovation of sciences through its research to solve public health problems in Bangladesh and beyond. icddr,b engages professional Cleaning and Support Service Provider (CSSP) for providing cleaning and support services to various icddr,b establishments, buildings, hospitals, labs, cafeteria, offices and field sites in and out of Dhaka. To provide highly efficient and productive cleaning and support services to its facilities, icddr,b is interested to engage bona fide and professional CSSP.

1.1 GENERAL

Unless the contrary intention is indicated this RFP is to be interpreted in the same manner and words have the same meaning as in the Conditions of Contract.

In these Conditions of Tendering the following definitions apply:

'Tender' means all documents lodged by the Tenderer in response to the RFP.

'Tenderer' means the person lodging a Tender in response to the RFP.

'RFP' means this Request for Proposal and includes all conditions, annexure, schedules, attachments and addendums.

1.2 LODGEMENT OF TENDERS

The Bid process will be conducted through a **TWO-envelope system**. Separate technical proposal and financial proposal (containing price information) must be submitted through separate envelopes no later than the time and date specified above. Interested Bidders are requested to submit their bid in two separate sealed envelopes superscribed "Technical Proposal" and "Financial Proposal". Both sealed envelopes should be put in a third sealed envelope superscribed "REQUEST FOR PROPOSAL FOR HIRING OF CLEANING AND SUPPORT SERVICES FOR ICDDR.B".

The Financial bids of only those bidders who qualify in technical bid evaluation shall be opened by the committee. The financial bids of all those Contractors who have failed to qualify in the technical bid will not be opened under any circumstances.

The Tender should be typewritten and every correction and interlineations in the bid should be attested with full signature by the tenderer, failing which the bid will be treated as ineligible. Corrections done with correction fluid should also be duly attested.

All documents/papers should be numbered, signed and sealed by the Tenderer on each page.

Each page of the tender document should be signed and stamped by authorized representative of the contractor as a token of acceptance of the terms and conditions laid down by icddr,b.

1.2.1 Tender Document: Tender documents will be available in the icddr,b website link [https://www.icddrb.org/work-with-us/tender-notices](https://www.icddrb.org/work-with-us/tender-notices) from 16 September to 09 October 2022.

1.2.2 Tender Submission: Tenderer will be required to deposit a Pay Order amounting BDT 5,000 (five thousand only) non-refundable in favour of "icddr,b" with the technical proposal. **Without the pay order tender will be considered as non-responsive**.

The tenderer must put his signature and seal stamp on each page of the tender, all relevant documents and work schedule, and complete the signature block at the end of the tender document and work schedule.

Please bring along your NID/Passport for access to icddr,b premises during Tender Submission.

1.2.3 Closing Time and Date

Tenders will close at the time and on the date stated on the front cover page of the RFP.
1.2.4 Lodged by Hand
Tenders delivered by hand shall be enclosed in a sealed envelope marked with the RFP Number and closing date. The location for lodgment of hand delivered Tenders is address stated on the cover of the RFP (tender box).

1.2.5 Late Tenders
Tenders received (in full or part) after the stated time and date for closing of Tenders shall be declared ineligible for consideration.

1.3 ENQUIRIES
Should the Bidder
(a) have any doubts as to the meaning of any part of the RFP; or
(b) find any discrepancy or error; or
(c) find any omission in the RFP (for example all pages are not numbered consecutively and that all attachments or supplements referred to are not included, etc);

Any Bidder who believes the RFP to be discriminatory, restrictive or biased should inform Senior Manager, Supply Chain Management at mirza.masud@icddrb.org as early as possible, but in any event at least 5 working days before the stated time and date for closing of Tenders.

1.4 PRE TENDER BRIEFING
A Pre-Tender Briefing shall be conducted as stated in this RFP.
During the Pre Tender Briefing prospective bidders will be given information about the conditions of tendering and contract, and how to fill in the Tender Response Schedules. Bidders will also be given the opportunity to ask questions about the tender documents, tendering process, and the contract.
Attendance at the Pre-Tender Briefing is highly recommended, due to the complexity of this tender, and the need for all prospective Bidders to properly understand their obligations and requirements for submitting a conforming and competitive tender.
The Pre Tender Briefing will be held at the location, date and time specified on the front cover page of the RFP.

Interested bidders must confirm their interest to participate in the Pre-Bid meeting at least one day before the meeting at supplychain@icddrb.org for prior approval and security clearances. icddr,b allows not more than two members from one organization.

In your confirmation email, please mention Pre-Bid meeting participant/s name, company name and address, NID/Passport number and mobile number. Please bring along your NID/Passport for access to icddr,b premises during Pre-bid meeting participation.

1.5 DOCUMENTS TO BE LODGED WITH TENDER FORM
Tenders shall be written in English. The Bidder shall complete in full and submit the tender document with supporting documents stated in this RFP.

Any tender that does not comply with these conditions or which contains provisions not allowed by the RFP may be regarded as informal and rejected.

The Bidder, represented by its Proprietor, Managing Director, or Director or other duly authorised representative of the Bidder shall sign its Tender on behalf of the Bidder. In the case of an authorised signatory, a letter of authorisation on the company letterhead shall be submitted with the Tender, which shall be signed by the Bidder, and worded such as to empower the authorised signatory to sign and submit the tender on the Bidders behalf, as well as any other authorities given to the Bidder's Representative such as providing or requesting clarifications on the tender, liaising and negotiating with the icddr,b, and signing the contract on the Tenders behalf.

Each Tender shall contain an address for service of any notices required to be served on, or given to the Bidder in connection with its Tender and any subsequent contract arising out of acceptance of the Tender.
1.6 TENDER ASSESSMENT CRITERIA

Selection of the successful Tenderer will be based on, but not necessary limited to, assessment of Tenders against the following Tender Assessment Criteria.

Tenderers must submit the following documents.

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<th>Mandatory Criteria (Copies of relevant documents to be enclosed)</th>
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Tenderers capacity and capability will be evaluated based on the following criteria.

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<th>Technical Evaluation Criteria (Copies of relevant documents to be enclosed)</th>
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Technical proposal review
(Bidders obtaining 60% marks in the technical evaluation shall be considered for financial evaluation.)

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<th>Financial Evaluation</th>
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The tender price submitted, including the total value and individual rates.
** The proportion of Technical & Financial score for evaluation will be 60/40 out of a total of 100.

Tenderers should provide as much information as possible addressing the selection criteria specified above, failure to provide sufficient information may have a detrimental effect on the assessment of the tender.

icddr,b reserves the right to weight each criterion at its' total discretion, having regard to the requirements of icddr,b's policies and needs.

1.7 INSPECTION OF BIDDER'S BUSINESS PREMISES
As a part of the tender assessment process, the icddr,b's representative(s) may visit the Bidders business premises to undertake an inspection and assess the suitability of the premises and equipment for the work or services that will be required to be undertaken under the contract. Failure to grant the icddr,b access to it's' premises, may result in a tender not being considered further.

1.8. CLARIFICATIONS AND ADDITIONAL INFORMATION
The Bidder may be called upon to clarify information contained in their Tender or to supply information additional to that provided in their Tender to demonstrate to the satisfaction of the icddr,b that the Bidder has the ability to perform the work specified.

The Bidder shall within the time specified comply with any such requests. Failure to submit any or all of the information required, in the time stipulated, may result in the Tender being declared ineligible for further consideration.

1.9 NEGOTIATION
(a) The icddr,b may engage in detailed discussions and negotiations with one or more Bidders prior to the award of the contract.
(b) Negotiations will be strictly limited to clarifying and/or amending non price or price factors of their tenders.
(c) icddr,b, at its full discretion, retains the right to negotiate price with responsive bidder to obtain best value for money after evaluation.
(d) The selection of a preferred Bidder is subject to successfully concluding negotiations. The result of any negotiations will be incorporated into the final Contract.
(e) If the parties fail to complete satisfactory negotiations, the icddr,b may, at its sole discretion, terminate negotiations with that Bidder and commence negotiation with another Bidder or to terminate this Tender process or to exercise any other right reserved to the icddr,b under law or elsewhere in this RFP.
(f) Negotiation with any Bidder shall not be construed as an indication that icddr,b has or intends to award the contract to that Bidder and icddr,b retains the full right to tender if best value for money as per icddr,b's requirement is not achieved.

1.10 NOTIFICATION OF INTENT
The icddr,b shall not be bound to accept the lowest or any Tender.

The Notification of Intent of the Tender shall constitute a binding contract between the icddr,b and the successful Bidder (hereinafter called the 'Service Provider'). The Notification of Intent will, at the icddr,b's discretion, be issued to the address stated in the Tender.

If a Notification of Intent has not been given there shall be no agreement between the icddr,b and the Bidder and the Bidder shall not act on any representations or statements made by the icddr,b or its employees or agents prior to the issue of the Notification of Intent.

1.11 TENDER VALIDITY
Tenders shall remain valid for the period of 180 days from the date of tender submission. A bidder may withdraw its tender at any time after the expiration of the tender validity period, but shall not withdraw its tender prior to the expiration of such period unless such withdrawal is accepted by or on behalf of the icddr,b.
2. GENERAL CONDITIONS OF CONTRACT

DEFINITIONS AND INTERPRETATION OF TERMS

Definitions

In the Contract, unless the context otherwise requires, the following terms have the corresponding meanings:

'Accident' means an event arising out of or in connection with or relating to the performance of the Service Provider's Obligations that involves the death of any staff, injury to any contract staff, or the loss of or damage to the property of any contract staff (including damage to any property of the Service Provider).

'Act' means an Act of the Parliament of the Peoples Republic of Bangladesh, including any rule, regulation, by-law, proclamation, code of practice or order made under or pursuant to an Act or regulation now in existence, or which comes into existence.

'Approved Duty Roster' means the roster of duties of the Service Provider's staff for each service and location as prepared by the Service Provider and approved by the Ordering Officer.

'Business Hours' means the normal hours of business operated by 'icddr,b', which fall between Start Work Time and Finish Work Time.

'Child' means any person who is under 18 years of age as per Bangladesh Labour Laws.

'Completion' means the Ordering Officer has determined that the performance of the Services has reached the stage where the Services are complete.

'Contract' means in the order of precedence in which they should be read these conditions of contract, the notice of acceptance, the RFP and, to the extent it is not inconsistent with any of the above, the Respondent's Tender response that constitutes or evidences the final and concluded agreement between the 'icddr,b' and the Service Provider concerning the performance of the Services.

'Service Provider' means the Person who as party to the Contract is bound to execute the Services under the Contract in accordance with the Contract and includes the successors and lawful assigns of the Service Provider. The Service Provider is also responsible for coordinating and integrating the work of any sub-Service Provider engaged under the Contract.

'Service Provider Managed Service' means services provided to the icddr,b by the Service Provider, for which the Service Provider is completely responsible for managing in regard to resource allocation, quality and timing.

'Contract Manager' means the Person who is assigned by the icddr,b to manage the day to day operations of the Contract, including the issuing of instructions to the Service Provider, assessing claims for payment, and assigning tasks and duties to Service Provider Day Labour staff.

'Service Provider's Obligations' means the covenants, agreements and obligations contained in this Contract (including, without limitation, the obligation to provide the Service) or which are imposed on the Service Provider under an Act or Legislative Requirement.

'Date of Acceptance' means the date, which appears on the written notice or Official Order issued by the icddr,b accepting the Bidders' Tender.

'Default' It is a Default if any of the following occurs:

a) the Service Provider makes any material representation or gives any warranty to icddr,b in relation to this Contract which is false or misleading when made or taken to be made;

b) the Service Provider fails to:

- provide the necessary number and quality of staff;
- provide staff with uniforms and personal protective equipment;
- supply the required quantity and quality of materials;
- provide the tools and equipment required to render the Service;
- properly maintain all tools and equipment;
- carry out cleaning and support services when reasonably directed to do so by icddr,b.

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[Signature]

Supply Chain

[Stamps]
c) the Service Provider provides Records of use of cleaning materials/chemicals/tools, attendance of cleaning staff, progress reports/documents or other information to icddr,b that are false, inaccurate or misleading in a material way;
d) the Service Provider becomes insolvent;
e) the Service Provider commits a breach of contract or act of default not contemplated in this definition which has, in the opinion of icddr,b, the potential to undermine the standard of the Service and/or render the contract unworkable.

"Disbursement" means payment made for expenses incurred by the Service Provider in the provision of services under the contract that could not have been reasonably calculated or foreseen when calculating the amount of overhead or item(s) to be included in the tendered rates. The type of Disbursement that will be paid under the contract are detailed in the General Conditions of Contract under the section titled "Disbursements".

"Fixed Scheduled Services" means a procurement Contract subject to specified terms and conditions where the icddr,b is obliged to accept and the Service Provider has agreed to provide the Services according to the timetable or program set out in the Contract.

"Force Majeure" means any unexpected event or natural disaster that is beyond the control of either one or both parties, including inclement weather, flood, earthquake, cyclone, storm, war or civil riot.

"Legislative Requirement" means the requirements of any Act, regulation or by-law and any certificate, license, consent, permit or requirement of any Government agency.

"Notice of Acceptance" means the written notification or Official Order and any accompanying documentation sent to the Service Provider by the icddr,b advising acceptance of its Tender to provide the Services under the Contract.

"Office Support" means any task or work that is required to be undertaken in support of the normal day to day functioning of an office, including but not limited to messenger services, photocopying and printing, manual labour such as moving furniture and equipment, setting up meeting rooms for meetings and workshops etc. and in some circumstances office cleaning tasks.

"Official Order" means an order issued to the Service Provider by the Ordering Officer, whether on paper or by electronic means, which conveys the essential details of a particular service requirement under the Contract and includes any methods of ordering the Services specifically, referred to in the Contract.

"Ordering Officer" means any person(s) who from time to time is appointed or authorised by the icddr,b as the Ordering Officer for the contract and includes any person for the time being acting for, or on behalf of the Ordering Officer. The word "the" before "Ordering Officer" in any of the Conditions of Contract does not indicate that the same Ordering Officer exercises, in relation to a Contract, all of the functions of the Ordering Officer.

"Person" means a natural person, or a corporation, partnership, joint venture, incorporated association, government, local government authority or agency.

"icddr,b" means icddr,b; the address of the icddr,b for service of notices is:
Executive Director
icddr,b
GPO Box 128, Dhaka 1000
Bangladesh

"icddr,b's Representative" means the Executive Director icddr,b, including any person duly authorised in act in the position of Executive Director.

"Quantum Meruit" means to pay a fair and reasonable amount for works or services rendered where the amount due is not stipulated in the contract.

"Rate" means the rate per any section or item of the Services as stated in the Contract.

"Request for Proposal (RFP)" means the document containing or referring to the Conditions of Tendering, the Conditions of Contract, the Annexure, Special Conditions of Contract (if any), Scope of Services, and any other document issued for the purposes of inviting tenders for the Services.

"Scheduled Service" means the services that are to be carried out within the icddr,b's premises in accordance with the schedule as determined and approved by the Ordering Officer (e.g., morning, afternoon or after-hours; daily, weekly, monthly or annually etc.).
'Scope of Services' means the extent of services to be undertaken under the contract as set out in the Contract or Official Order, which specifies the type and quantity of services to be undertaken.

'Standing Offer' means the Service Provider has agreed to provide Services from time to time if and when required and authorised by the Ordering Officer by the issuing of an Official Order. The Service Provider agrees that the icddr,b is not obliged to order a specific number of, or any, Services during the term of the Contract.

'Start Work Time' means the time of day designated by icddr,b at which work shall officially commence each Working Day, and is generally considered to be 08:30 AM.

'Services' means the services that are to be performed by the Service Provider in accordance with the Contract, including all variations provided for by the Contract.

'Substantive Breach' means any breach of the conditions of the contract that is of such a substantial nature as to make a remedy and/or the ongoing viability of continuing the contract extremely difficult if not impossible, or which is of such a nature (e.g., a highly illegal action) that it would be unethical or illegal to continue the contract.

'Worker' means any person undertaking work on behalf of the Service Provider in the execution of its' obligations under the contract.

'Working day' means any day on which cleaning staff are required to work, which will be different for each cleaning assignment.

2.1 FORMATION OF THE CONTRACT

DOCUMENTS COMPRISED

The Contract between icddr,b and the Service Provider shall comprise:

(a) The Conditions of Contract and any Special Conditions stated in this RFP;
(b) the Notification of Intent;
(c) the complete Request For Proposal including any Annexure(s);
(d) the Bidder's responses; and
(e) any other document expressly referred to in items (a) to (d) of this clause as forming part of the contract.

2.2 NATURE OF CONTRACT

2.2.1 The contract will be for 02 (Two) years from the date of awarding the contract.

2.2.2 Contract Extension

icddr,b has the right to extend the Contract for further period(s) subject to satisfactory performance and requirement. An extension to the Contract can be made subject to negotiation regarding price, terms & conditions or after icddr,b gives the Service Provider the opportunity to submit revised rates and icddr,b agrees to any revised rates and notifies the Service Provider in writing that the Contract is extended.

If the Contract extended for further period(s) Contractor may submit application to the Principal for price increase for approval, which shall not be unreasonably withheld. The application shall include adequate information to substantiate the adjustment in Rates. It is the intention that revised Rates shall reflect the Contractor's current costs based on relevant cost adjustment indices or other industry factors and shall not provide for increases in profit margin. Finally, contractor's request for price adjustment may be validated with the prevailing inflation rate of Bangladesh Bureau of Statistics (BBS).

2.2.3 Basis of Payment

The basis for payment will be as per Schedule of Rates. Where the contract is deemed to be on a Standing Offer basis the sum payable shall, subject to any adjustment made pursuant to the Contract, be the measured quantity of each item of the Services actually carried out at the rate set out in the Schedule of Rates.
2.2.4 Estimated Quantities

The estimated quantities required are shown in the pricing schedule. But the icddr,b does not bind itself to take the quantities stated, but reserves the right to order greater or lesser of the quantities according to requirements during that time.

2.2.5 Applicable Law

The Contract shall be governed by and construed in accordance with the laws of the People's Republic of Bangladesh.

2.3 Separable Parts

Bidders may submit tenders for one or both of the following separate parts of the contract. The icddr,b shall then award either a single contract for both parts, or separate contract for each part, depending on which option represents the best value for money and preference of icddr,b. Bidders shall nominate in the Response Schedules which part or parts of the contract they are submitting a tender for, and fill in the relevant Schedule of Rates.

The tender has been divided into two (2) separable parts as follows:

Separable Part A - Cleaning Services for icddr,b buildings, offices, hospitals, establishments, labs and field sites.
- Mohakhali General Office, labs, Day Care, cafeteria dining hall, service facilities and Ground Cleaning and, garden maintenance.
- Mohakhali Hospital Cleaning (24/7)
- Mohakhali Cafeteria dining cleaning
- Matlab Office, labs, cafeteria dining hall, service facilities and ground cleaning and garden maintenance.
- Matlab Hospital cleaning (24/7)
- Teknaf 200 bed Hospital (24/7)
- Field site cleaning and ground maintenance (Mirpur, Chakaria, Rajbari & other future locations).

Separable Part B - Office, Cafeteria (helping in food processing and dish wash) and Lab Support Service
- Mohakhali Office Support
- Mohakhali Lab support Service
- Mohakhali Hospital Support Service
- Mohakhali Cafeteria Support Service (for food process and dish wash)
- Mohakhali Hospital Kitchen Support Service (for food process and dish wash)
- Matlab Health Research Centre (MHRC) Support Service
- Support Service in field sites if required in future

Note: The Cleaning Services and Office Services will be managed centrally by General Services Unit under Facilities Management of icddr,b.

2.4 TAXES, DUTIES, FEES, ETC

The Bidder shall ensure that the Tender is inclusive of all Taxes, VAT, fees, duties, royalties, premiums, costs, charges and the like which will be due and payable to any person or authority under the Contract. Successful vendor shall submit Original Mushak-6.3 (Challan) with invoice and provide the copy of Treasury Challan subsequently (if VAT claim 15%). icddr,b will deduct VAT at source (except 15% rated VAT) during payment, if vendor put 15% rate at MUSHAK-6.3, vendor will be liable to provide Treasury Challan mentioning the name of icddr,b. icddr,b will deduct Tax at source from invoice. Any changes in the VAT rate by the National Board of Revenue (NBR) payable by the supplier shall be adjusted by icddr,b.

Services may be procured for USAID project. The following terms & conditions are applicable only for any USAID Project procurement:

a. Have active exclusions in the System for Award Management (SAM) (https://www.sam.gov)

b. VAT & Tax will be deducted from the source as per govt. rules. VAT coupon will be provided by USAID’s ACTB project, icddr,b for this project procurement.
2.5 PRICING

All prices shall be stated in Bangladesh Taka (BDT) and where applicable be inclusive of VAT. Manpower cost (take-home salary, festival bonus, medical allowances, leave pay, insurance benefits and others, if any) and other costs associated with providing the particular service or goods for which the price has been quoted, including labour, uniforms, cleaning equipment, transport, freight, overheads, profits and all other costs as applicable.

Any Schedule of Rates, which is included in the Response Schedules shall be completed and lodged with the Tender. Unless otherwise required, pricing shall be submitted for each item in the Schedule.

Any Tender in which the Schedule is not fully completed as required may result in the Tender being declared ineligible for consideration.

2.6 QUANTITIES

Unless otherwise stated, any quantities given in the Schedule of Rates are not guaranteed as to the amount of the Services to be undertaken under the Contract, but shall be used for Tender assessment purposes only. The icddr,b will only be liable for the acceptance, subject to Contract, of the Services ordered.

2.7 SITE RULES

Where Site Rules apply the Bidder if awarded the Contract will be required to comply with the Site Rules and to ensure that their employees undertaking work within the Site are made aware of the Site Rules, their application and that they comply with the Site Rules.

2.8 PERFORMANCE REPORT

The Bidder will, if awarded the contract, agree to the preparation and use of the Performance Report in the manner set out in the KPI (Annexure C) and Standard Operating Procedure (SOP) to be prepared by the bidder and approved by the icddr,b.

2.9 GENERAL OBLIGATIONS OF THE PARTIES

Both the icddr,b and the Service Provider will, at all times:
(a) act reasonably in performing their obligations and exercising their rights under the Contract;
(b) diligently perform their respective obligations under this Contract; and
(c) work together in a collaborative manner.

2.10 icddr,b's RESPONSIBILITIES AND OBLIGATIONS

The icddr,b shall give or cause to be given to the Service Provider timely instructions, decisions and information sufficient to define the requirements of the Services.

The icddr,b shall be responsible for providing:
   a) Space for storing of materials, tools and equipment used for the provision of services under the contract,
   b) Access to specified areas within the specified time, and

2.11 Contract Manager

For the purpose of exercising some of the powers, duties, discretions and authorities, vested in him on behalf of the icddr,b, the Contract Manager will manage the daily operations of services. The Contract Manager will be as first point of contact for all matters under the Contract.

2.12 SUPPLY OF SERVICES BY OFFICIAL ORDER

The Service Provider shall fulfill all Official Orders for particular Services placed by the Contract Manager during the currency of the Contract.
2.13 NON-AUTHORISED WORK

The Service Provider shall not undertake any services unless authorised to do so by the Contract Manager or his authorised representative. Failure by the Service Provider to obtain such approval prior to undertaking any work may result in non payment for such work.

2.14 SERVICE PROVIDER'S RESPONSIBILITIES AND OBLIGATIONS

The Service Provider warrants that:

(a) the Services shall be fit for purpose and carried out in accordance with the requirements of the Contract and with all due care and skill and in accordance with appropriate standards, principles and practices;

(b) in addition to complying with the other provisions of this Contract the Service Provider shall comply with all statements or representations as to its performance or the provision of the Services contained in the Tender;

(c) the Services shall be carried out by the Service Provider’s employees, approved by the icddr,b;

(d) ensure that its employees meet the provisions of clause titled “Site Rules”;

(e) it shall provide such further information in relation to the provision of the Services as reasonably required by the icddr,b; and

(f) the information contained in the Tender as to the structure, viability, reliability, insurance cover, capacity, experience and expertise of the Service Provider and the Service Provider’s employees and sub-Service Providers is correct.

The Service Provider shall, unless the Contract otherwise provides, supply at its own cost and expense everything necessary for the proper completion of the Services and the proper performance of its obligations under the Contract.

The Service Provider shall observe and comply with requirements of all Acts of the People’s Republic of Bangladesh, and with the requirements of all regulations, by-laws or subordinate legislation made or issued under any such Act, and with the lawful requirements of any relevant authority, regulator or standard setting entity as shall be in force in the place affecting or applicable to the Services or the execution of the Services.

The Service Provider shall be liable for all fines and penalties, as well as any compensation, arising out of, or concerning the delivery of services by the Service Provider under the contract including those associated with criminal offences by its’ staff.

2.15 REPLACEMENT OF SERVICE PROVIDER’S PERSONNEL

The Service Provider shall notify the icddr,b immediately of any changes in the Service Provider’s key personnel undertaking the Services.

2.16 CHILD LABOUR

In accordance with Bangladesh Labour Law, and icddr,b Policy, the Service Provider shall ensure that no persons under the age of 18 years are employed in connection with this contract, whether on site or in any other capacity. Should the icddr,b become aware of any breach of this condition, the Ordering Officer shall be entitled to apply the Performance Penalty. Repeated breaches of this condition shall be deemed to be a ‘substantive breach’ of contract, which may result in the contract being terminated.

2.17 POWER TO DISMISS PERSONS

The icddr,b may require the instant dismissal** from the Services, of any person employed in connection with the Services, whether directly employed by the Service Provider or not who, in the opinion of the icddr,b, misconducts themselves or is incompetent or negligent in the performance of their duties.

The Service Provider shall immediately comply with or ensure immediate compliance with such requirement. The Service Provider shall not again employ a person so dismissed on or in connection with the Services.

**NB: For the purposes of this clause ‘Dismissal’ means the removal of a person from undertaking any services that are in any way connected to this contract. It does not mean dismissal from the Service Provider’s employment, which shall be at the sole discretion of the Service Provider.
2.18 STAFF EMPLOYMENT CONDITIONS

The engagement and employment of staff under this contract shall be done so in accordance with the existing provisions of the Bangladesh Labour laws and regulations, including the payment of salaries, and employment of underage persons. It is the sole responsibility of the Service Provider to ensure compliance with all such laws and regulations, and any breach of such laws or regulations shall be deemed to be breach of this contract.

2.19 APPROVAL TO ASSIGN STAFF

The Service Provider shall submit to the Contract Manager for his approval, a copy of the Curriculum Vitae (CV) including original copies of certificates/documents and references and a passport size photograph, for each person that the Service Provider proposes to assign to work on the icddr,b's premises. The CV shall include details of the employee's experience and skills, former employment history, as well as their educational history, age and gender. Each person shall then be vetted by the Contract Manager to determine his or her suitability to work on this contract. The vetting may include a personal interview and/or test. The Service Provider shall also advise whether any person proposed for employment on the icddr,b’s premises, has a criminal history, and/or any pending criminal charges.

Note:
Severe penalties may be applied to the Service Provider for failing to disclose any previous or pending criminal charges against any of it's employees assigned to work on this contract.

2.20 STAFF TRAINING

The Service Provider shall be responsible for ensuring that all persons to be employed under this contract have the training and skills necessary for them to do the job for which they will be employed, prior to their deployment on site, especially those persons that are to be employed in cleaning and site supervision roles.

The Service Provider will be expected to provide bi-annual refresher training for all cleaning, support service and-site supervisory staff. The Service Provider shall also be responsible for developing a training manual and training plan for the aforesaid training, which will be submitted to the Ordering Officer for approval. The Service Provider shall be responsible for all staff training costs associated with this contract.

2.21 POSTING AND SUPERVISION OF PERSONNEL

The contractor is to appoint the supervisors and staff on full time basis to execute the contracted services. The contractor is also to appoint site in-charge from their end to supervise the entire team and implement the instructions from the concerned authority from time to time. The contractor will ensure that his Senior Management Staff/Representative carry out regular scheduled and unscheduled visits to ensure that the cleaning and support staffs are executing their duties professionally and in accordance with the contract. Also attend a monthly meeting with icddr,b management. Such visit will be recorded in a register.

2.21 QUALIFICATIONS AND EXPERIENCE OF SERVICE PROVIDER'S STAFF

All supervisors assigned to work under this contract, shall as a minimum have a Secondary School Certificate (SSC) and 3 years relevant experience in a supervisory role, at least 1 of which must have been in the supervision of cleaning services.

All cleaning and ground maintenance staff must have completed as a minimum class 5 of Primary School, and have 1 year of experience working as a cleaner, gardener or office support person (as applicable) with a reputable company, and be physically fit and healthy.

All support staff for offices, Cafeteria and Lab must have completed as a minimum of class 8 and have 1 year of experience on office support and/or hospitality management services.

However, at the discretion of the Contract Manager, the minimum educational requirements may be relaxed in cases where it can be demonstrated that an individual is very competent and experienced in the work for which they have been assigned.

All staff to be employed by the Service Provider under this contract, shall have a good performance history, no criminal history, and be not less than 18 years of age.

2.22 STAFF WAGES AND BENIFITS
The Service Provider shall be solely responsible for the payment of wages and any other benefits payable or owing to its workforce as specified in the Bangladesh Labour Laws. The Service Provider shall ensure that all employees assigned to work on this contract are paid a fair and reasonable wage, commensurate with their skills, experience, responsibilities, and sufficient to meet the cost of living in the area in which the person will be employed (e.g. Dhaka, Matlab, Chakaria and other field site areas). The Service Provider shall also provide all staff with leave and holidays in accordance with Bangladesh Labour Laws, including sick leave, maternity leave for female staff, and paternity leave for male staff. The Service Provider shall be responsible for providing suitably trained and experienced replacement staff to cover all absences caused by leave, injury and illness.

The icddr,b is not responsible for the payment of any remuneration direct to any staff employed by the Service Provider. The Service Provider shall also ensure that it's employees do not approach the icddr,b or it's employees direct, in regard to seeking an increase in salary or benefits.

The Service Provider shall on request provide the icddr,b with details of the wages and benefits paid to its' employees assigned to provide services under this contract. The icddr,b shall have the right to terminate the contract or take other remedial action if there is evidence that the Service Provider is paying its' employees less than that stated in its' tender submission, or has been given an increase in contract rates without a corresponding increase in staff wages.

2.23 UNIFORMS

The Service Provider shall provide all staff (to be engaged for cleaning and support services) employed to work on the icddr,b's premises for the provision of cleaning and support services under this contract, two (2) sets of uniform per year. Each uniform shall bear the company insignia. Staff shall be issued with:

(i) 2 pair of long pant or trousers for men, or slacks for women
(ii) 2 short sleeve shirts (or suitable equivalent for women)
(iii) 2 pair of fully enclosed (comfortable) shoes with non slip soles suitable for working in general office and in wet areas such as the Cafeteria kitchen and hospital words.
(iv) 1 set Cardigan/Full Sleeve Sweater suitable for men and women
(v) 1 pc Name plate/ID card.

Note: Colour of uniforms for cleaning and support services must be different to make them easily identifiable. Uniforms issued to staff shall be of a quality capable of enduring the rigor of cleaning and other manual labour work for at least 1 year, including being frequently laundered. The style of uniform must also be appropriate for the type of work being performed i.e., uniforms issued to cleaning staff shall suit for use in the type of facilities operated by the icddr,b including hospitals, offices, laboratories, cafeterias, and external (yard) work.

It is the responsibility of the Service Provider to replace worn, torn, badly stained, faded or otherwise damaged uniforms as and when required.

The Service Provider's staff shall not be permitted to enter or work on the icddr,b's premises unless they are attired in the company uniform, which includes the wearing of fully enclosed shoes at all times (bare feet, sandals and thongs shall not be worn whilst on icddr,b premises). The Service Provider's staff must also present themselves in a clean and tidy state at the commencement of their shift i.e., male staff must be clean shaven, washed and have short hair; whilst women must be washed and have their hair (if long) tied up in a bun, uniforms must be washed and not be torn, have holes or unduly faded or stained.

The Service Provider shall issue all staff employed to work on the icddr,b's premises with a photographic identification card which the employee must wear in a clearly visible location all times whilst on the icddr,b's premises.

2.24 SITE RULES

The Service Provider and his employees required to enter the Site in connection with the Services shall comply with all rules and regulations in force at the Site, including security screening through Criminal History Checks where required.

The Service Provider is responsible for obtaining all relevant permits and the payment of all associated fees and/or charges which are levied by the appropriate Authority.

At all times whilst on site, the Service Provider's staff shall acknowledge and follow instructions given by the Ordering Officer, and his authorised representatives including icddr,b's Security Guards.
Note: The Service Provider and/or its’ staff are not to follow or act on instructions or directions given by any person other than the Ordering Officer or his authorised representatives. If the Service Provider or its’ staff receive instructions or directions from any person not authorised under the contract to issue instructions, the Service Provider shall immediately advise the Contract Manager and seek advice before carrying out or following any such direction or instructions.

2.25 SITE SECURITY
The Service Provider shall provide icddr,b with a list of all personnel to be employed in connection with the Services under this contract. All personnel approved by the icddr,b for employment on its’ premises shall be issued with a Service Provider ID card, which each employee must wear in a visible location at all times while working on site. All of the Service Provider’s employees will be subject to physical security checking when leaving the site, or at any other time whilst on the site.

2.26 ENVIRONMENTAL MANAGEMENT
The Service Provider is responsible for ensuring that the provisions of this section and any other environmental protection provisions required by law, are complied with.

a. General
This section specifies the requirements for environmental management of this contract.

b. Responsibility
The Contractor is responsible for ensuring that the provisions of this section and any other environmental protection provisions required by law are complied with.

c. Definitions

- Environment: means the natural and built environment and all aspects of surroundings of human beings, including physical, biological and aesthetic aspects.
- Pollution Incident: means an incident or set of circumstances during or as a consequence of which there is, or is likely to be a leak, spill or other escape of a substance as a result of which pollution has occurred, is occurring or is likely to occur.
- Contamination of land: is the presence of a substance in, on or under the land at a concentration above that which is normally found in that locality, such that there presents a risk of harm to human health or to the environment.

d. Solid, Liquid and Gaseous Contaminants
Take responsibility for the proper disposal of all solid, liquid and gaseous/chemical contaminants in accordance with the statutory and contractual requirements, including the provisions of this section.

All hazardous waste must be disposed of properly, chemicals or other hazardous liquids must not be disposed of by flushing down any sewer, stormwater system or natural waterway.

2.27 OCCUPATIONAL HEALTH AND SAFETY
Priority to safety issues
The Service Provider must:

(a) give priority to and is responsible for ensuring a safe place of work** with safe work practices in relation to this Contract;
(b) ensure tools and equipment are maintained in a safe condition, and are used in a safe manner;
(c) provide staff with training on the safe use and storage of chemicals and tools used for providing services under this contract;
(d) maintain on site, copies of the Material Safety Data Sheets (MSDS) for all chemicals used for providing services under this contract;
(e) provide staff with the required Personal Protective Equipment (PPE) for all work associated with providing services under this contract, and ensure that PPE is worn or used as and when necessary;
(f) provide the Services in a safe manner so as to protect persons, property and the environment; and
(g) maintain appropriate safety standards and OHS&E systems so as to prevent injury to persons or damage to property and the environment in the provision of the Services under the Contract.

2.28 Adherence to icddr,b’s Code of Conduct, Security, Safety Rules, and Other Applicable Policies:
The Service Provider shall ensure that its personnel adhere to the icddr,b’s code of conduct and must abide by icddr,b’s policies and procedures, including the Security Policy, Sexual Harassment Policy, Safeguarding Policy, and icddr,b’s Code of Conduct policy. The work relationship between icddr,b and the Service Provider will be based upon mutual respect for each other. In the event of violation of any policy of icddr,b and/or the code of conduct [mentioned in icddr,b website: https://www.icddrb.org/about-us/governance/policies] by the Service Provider, icddr,b shall have the right to terminate the Agreement forthwith.

2.29 AVAILABILITY OF SERVICE PROVIDER
The Service Provider shall provide twenty-four (24) hours a day; seven (7) days a week, telephone contact and availability of labour to the Contract, including the necessary supervision of any labour provided. The icddr,b shall have first call on the services of the Service Provider.

2.30 CONFIDENTIALITY AND PUBLICITY
2.30.1 Confidentiality
a) For the purposes of this clause “Confidential Information” means any information or material relating to the Contract or the Services including (without limitation):
   (i) any information that by its nature is confidential;
   (ii) any information designated as confidential; and
   (iii) any information that the Service Provider knows is confidential.

b) The Service Provider shall hold all Confidential Information in confidence and shall not make any use of it, except for the purposes of performing its obligations or exercising its rights under the Contract and shall not disclose or permit or cause the Confidential Information to be disclosed to any person, except:
   (i) as authorised by the icddr,b under the Contract or otherwise;
   (ii) to its employees to the extent needed to perform their obligations under the Contract;
   (iii) where the disclosure is required to be disclosed by law.

c) The Service Provider or its employees, agents, directors, partners, shareholders, sub-Service Providers or consultants shall not disclose to any third party, any information or documentation relating to the icddr,b, the affairs of the icddr,b or the affairs of others which may have come to its or their knowledge as a result of the Contract or performance of the Services and shall take all necessary precautions to prevent unauthorised access to or disclosure of such information or documentation.

2.30.2 Media and Publicity
The Service Provider shall not issue or be involved with the release of, any information, publication, statement, interview, advertisement (other than the legitimate advertising), award nomination, document or article for publication concerning the Contract, the Services or the site in any media without the prior written approval of the icddr,b.

2.31 INDEMNITIES
The Service Provider shall keep the icddr,b and employees or agents of the icddr,b indemnified against any legal liability, loss, claim, action or proceeding for personal injury to, or death of any person or for damage to any property arising from the carrying out of the Services (except loss or damage caused by any negligent act, omission or default of the icddr,b or employees or agents of the icddr,b) and from any costs and expense that may be incurred in connection with any such loss, claim, action or proceeding.

The Service Provider shall indemnify the icddr,b at all times against any compensation paid or any action, claim, demand or expense arising from or incurred by reason of the existence of any patent, design, trademark or copyright or other protected right in respect of any machine, plant, work material or thing, system or method of using, fixing, working or arrangement, used or fixed or supplied by the Service Provider in connection with the carrying out of the Services.
2.32 INSURANCES

Workers Compensation Insurance

For the purpose of this clause "worker" shall mean any person undertaking work on behalf of the Service Provider in the execution of its obligations under the contract.

Before commencing the Services, the Service Provider shall take out and shall maintain for the duration of the Contract appropriate Workers Compensation insurance cover for all workers employed by the Service Provider, in respect to compensating workers for any illness, injury or death suffered by the worker in the course of their official duties and employment by the Service Provider.

The following information shall be provided with the Service Provider's tender, and thereafter when and as requested by the Ordering Officer during the currency of the Contract:

i. workers compensation policy number;
ii. name of insurer; and
iii. date of policy expiry.

2.33 QUALIFIED STAFF

The Service Provider shall maintain a workforce of suitably experienced, qualified and competent staff enabling the provision of services for this contract to a consistently high standard or quality and safety.

2.34 TIME FOR COMPLETION

The Service Provider shall complete the Services within the time stated in the Contract or of Official Order or within extended time as agreed to in writing by the Ordering Officer.

2.35 PERFORMANCE PENALTY

A performance penalty shall be applied to this contract in instances where the performance of the Service Provider consistently falls below the required standard, and/or where it has a detrimental impact on the icddr,b's ability to undertake 'Business as Usual' or where the icddr,b has suffered a financial loss. In addition, any damage to its image and reputation will be considered and may result in penalty after discussion with the Service Provider and Head, Legal Counsel, icddr,b.

a) forfeiture of part or all of the Security Deposit;

b) as a debit from future payments to the Service Provider.

2.36 INVOICING AND PAYMENT

A Service Provider providing Services consisting of a Fixed Scheduled Services shall provide to the Contract Manager, monthly in arrears, a tax compliant invoice showing the value of the Services completed during the month. The Service Provider shall provide any further details in regards to the Services and/or Tax Invoice upon request by the icddr,b.

icddr,b shall make payments within thirty (30) days of receipt of an invoice that is not disputed, so long as it is in the correct format and contains all necessary details.

2.37 VARIATIONS

The icddr,b may direct a variation to the Services and such direction shall not invalidate the Contract. The variation shall be valued by mutual agreement between the Service Provider and the icddr,b or failing agreement, by the icddr,b and the Schedule of Rates increased or decreased accordingly.

Any dispute arising out of a variation, including disagreement of the approved value of a variation and/or the icddr,b's non-acceptance of a claim from the Service Provider, shall not entitle or validate the Service Provider to cease part or all of the services to be provided under the contract, including those pertaining to the variation in dispute. Any action in this regard shall be deemed to be a breach of contract, which may result in the Service Provider being penalised, and/or the Contract being terminated.

2.38 DISPUTES

The icddr,b and the Service Provider shall use their best efforts to settle amicably all disputes arising out of or in connection with this Contract or its interpretation.

The Service Provider shall, in respect of any dispute or difference arising out of the Contract and not later than fourteen (14) days after the dispute or difference arises, submit the matter at issue in writing with detailed particulars of the matter at issue to the icddr,b for decision and the icddr,b shall as soon as practicable thereafter give a decision in writing to the Service Provider. If the icddr,b does not receive the
notice from the Service Provider requiring the icddr,b to review the decision of the Ordering Officer, within the prescribed time limit, the Ordering Officer’s decision shall not be subject to further appeal.

If a dispute is submitted to the Ordering Officer within the prescribed time limit, but the Service Provider is dissatisfied with the decision of the Ordering Officer, the Service Provider may, not later than twenty-eight (28) days after the decision is given, notify the icddr,b that it requires the matter to be reviewed by the icddr,b, who shall then be bound to review the case and make a determination on the matter within twenty-one (21) days of receipt of the request from the Service Provider. If the Service Provider is still dissatisfied with the determination, he may request in writing within seven (7) days of being notified of the icddr,b's determination, that the matter be referred for expert/adjudicator determination, by a person who is experienced in the matter under dispute, and is neutral in regard to having no business or personal connection to either party to the dispute. The ‘Adjudicator’ shall be appointed by mutual agreement from both parties. In case of disagreement between the parties, the Appointing Authority for the Adjudicator is the Head, Legal Counsel, icddrb.

If the icddr,b’s determination is upheld by the ‘Adjudicator’ all costs relating to the expert determination shall be borne by the Service Providers. However, if the Adjudicator finds in favour of the Service Provider, these costs shall be borne by the icddr,b, and if the Expert/Adjudicator finds that there is a degree of fault on both sides, the costs will be shared equally.

If the icddr,b does not receive the notice requiring expert determination within the prescribed time, the icddr,b's decision shall not be subject to further appeal or determination.

2.39 TERMINATION

Either party may terminate the Contract by giving ninety (90) days written notice to the other party. Termination of the Contract under this clause shall not relieve the icddr,b or the Service Provider of their respective rights and obligations under the Contract or any Official Order up to and including the date of any such termination.

2.40 PERFORMANCE SECURITY

The Service Provider is required to deposit with icddr,b, money in the form of a security bond for security against sub-standard service and other contractual defaults. The amount of security deposit shall be 3% of total contract value and shall be submitted in the form of a bank draft or pay order, or in the form of an irrevocable bank guarantee issued by a scheduled Bank functioning or operating within Bangladesh.

The successful tenderer may choose to deposit the prescribed Security Deposit by way of Bank Guarantee (BG) issued by a Scheduled Bank in Bangladesh. The Bank Guarantee should be valid until a date of twenty-eight (28) days beyond the date of completion of the Service Provider’s performance obligations under the Contract. The Bank guarantee should also contain a claim period of three months from the last date of validity. The BG shall be further renewed subject to renewal of the contract by the icddr,b.

Bidders who tender on, and are successful in being awarded the contract, shall be required to pay the Security Bond prior to commencement of the contract. Failure to pay the security bond within 14 (fourteen) days of receiving notification of being awarded the contract, may result in the contract being annulled and re-tendered.

The Security Bond less any deductions made during the contract will be refunded to the Service Provider within thirty (30) days, after completion of Service Provider’s performance obligations under the contract.

If the Service Provider fails or neglects any of his obligations under the contract it shall be lawful for the icddr,b to seize either whole or part of the Security Bond furnished by the Service Provider as compensation for sub standard service and any other loss to the icddr,b resulting from the Service Provider’s failure to fulfill its obligations under the contract.

Validity of Performance Security & its authenticity:
The Performance Security shall be required to be valid until a date twenty-eight (28) days beyond the date of completion of the Service Provider’s performance obligations under the Contract. If under any circumstances date of completion of the Service Provider’s performance obligations under the Contract is to be extended, the Performance Security shall correspondingly be extended for the extended period.

The Procuring Entity shall verify the authenticity of the Performance Security submitted by the successful bidder by sending a written request to the branch of the bank issuing the Pay Order, Bank Draft or irrevocable Bank Guarantee in specified format.
2.41 FORCE MAJURE

If at any time, during the contract, the performance in whole or in part by either party is prevented or delayed by any reason that could reasonably be considered to be beyond the control of the effected party, including war, Hartals and other political protests, civil unrest, sabotage, fires, epidemics, industrial action, or acts of God (all of which hereinafter shall be referred to as events). Provided notice of any such eventuality is given by the effected party to the other within 21 days from the date of occurrence, such event shall not be used as a reason to terminate the contract, and nor shall the other party have any claim for damages against the effected party in respect of the consequences on the contract from any such event, provided the effected party take all reasonable steps to resume full and proper performance under the contract as soon as practicable after the event has come to an end or cease to exist.

2.42 CONFLICT OF INTEREST

The Contractor shall inform the Principal of any matter, which may give rise to an actual or potential conflict of interest of the Contractor at any time during the period of the Contract. This information will be treated confidentially.
Bidders must select the Services for which they are tendering, and also complete the applicable Schedule of Rates.

Tick the applicable box

Part A: Cleaning Service

Part B: Office, Hospital, Labs, Cafeteria & Kitchen Support Service
Separable Part A: Cleaning Services

SCOPE OF SERVICES FOR CLEANING

The scope of services consists of cleaning and grounds maintenance to be provided under the Contract, which involve:

(a) Cleaning of offices, cafeterias, laboratories, toilets and wash rooms, hospitals, and any associated internal and external areas (e.g., corridors, meeting rooms, stairwells, car parks, roadways, and building facades) in all icddr,b establishments mentioned in this RFP.

(b) Ground Maintenance – general gardening and grounds maintenance services.

Details of the type and frequency of work to be undertaken at each site is detailed in SOP and table of task & Frequency. In addition to the scheduled services, the Service Provider shall also be required to undertake additional works from time to time as directed by the Ordering Officer.

All the payments to the workers must be made by the service provider through Bank transactions only. Cash payment is strictly prohibited. Agreement with the service provider, which does not make payment to its workers through bank is liable to be terminated.

While submitting the bill for the next month, the services provider must provide a certificate certifying the following:

✓ Wages of workers were credited to their bank accounts on ________ (date). Further details of payment with bank account No. & wage sheet to be submitted.

✓ Apart from the above details, below pro-forma is also to be submitted by the service provider to icddr,b

   a) Employee Name
   b) NID No.
   c) Bank A/C No.
   d) No. of days
   g) Total Amount Paid
   h) Remarks:

The Service Provider shall provide all of the necessary cleaning staff, gardeners, materials, tools and equipment’s (cleaning consumables chemicals to be provided by the icddr,b) required to properly clean and maintain the said sites in accordance with the icddr,b's requirements and quality standards. These services will be provided for each site as follows.

Cleaning and Gardening

There are five (5) specific types of cleaning and gardening services that need to be provided, as follows:

1) General cleaning of offices, laboratories, Day Care facility, Cafeteria, Hospital Kitchen, building exteriors and external areas. This work will be undertaken from Saturday to Thursday (except icddr,b gazetted holidays) between icddr,b office hours and/or out hours or both. However, the working time for cleaning will be determined by icddr,b authority. But the working time for cleaning staff is 8 hours per day and 48 hours in a week.

2) Hospital cleaning and general ward duties.

   This work will be performed by a team of cleaners, working on a 24 hour, 7 days per week roster including icddr,b gazetted holidays, directly supervised and managed by the Service Provider in accordance with icddr,b’s Hospital Staff.

3) Common area cleaning and gardening.

   This work will be performed by a team of cleaners and gardeners working from Saturday to Thursday between the hours of 06:00 and 16:30hrs (except icddr,b gazetted holidays), and will be directly supervised by the Service Provider in accordance with icddr,b Facilities Services – General Services Unit (GSU). However, the Service Provider will remain ultimately responsible for the quality of staff assigned to do the work, and quality of the work performed.
CONTRACT SUPERVISION

Supervision of the contract, including the performance of the Service Provider’s staff shall be undertaken by both the icddr,b and the Service Provider, however, it shall be the primary responsibility of the Service Provider to ensure that works are being undertaken in accordance with Particular Cleaning Requirements included in this RFP, and the cleaning schedule as approved by the Ordering Officer; and that the services are rendered in accordance with the contract conditions, including those pertaining to time, quality, safety and environmental management standards.

General Supervision
The Service Provider shall conduct a weekly inspection of each site applicable to this contract and provide the Ordering Officer with a monthly report covering the following items:

a) Availability of staff, cleaning materials and equipment;
b) Any non-conformance issues relating to the cleaning schedule;
c) Recommendations or suggestions on how to improve the standard of cleaning and/or reduce costs e.g., adjustment to the cleaning schedule, use of different methods, tools or cleaning products; and
d) Any other issues such as the staff cleanliness and attire, problems being experienced by cleaning or supervisory staff etc.

If the Service Provider becomes aware of any significant problems that has or may impact the services, it shall immediately bring these issues to the attention of the Contract Manager. Similarly, the Contract Manager shall immediately inform (verbally in the first instance, followed by a written communication) of any problems that he becomes aware of in regard to the services provided by the Service Provider, and/or which may impact those services. The Service Provider shall be bound to take immediate action in regard to any such issues or complaints about its’ services.

Supervision of Centrally Managed Cleaning Service
The Service Provider shall ensure that required supervisors are present on site at all times while the cleaning of the offices, laboratories, Day Care, Cafeteria, common areas, toilets and external areas is being undertaken at the Mohakhali, Matlab and other field campus. These supervisors will be dedicated and assigned solely to supervising these works i.e., supervisors from the Hospitals will not assigned responsibility for also supervising the general cleaning service.

In addition to the day to day supervision of these services, the Service Provider shall also assign a Senior Supervisor or Site In-charge to undertake the weekly inspections as well as additional inspections if and when rectification works are required to be undertaken. The Contract Manager or his representative shall from time to time also be present during these inspections, and may also conduct their own inspections with or without the Service Provider present.

Supervision of Hospital Cleaning
The Service Provider shall provide full time supervision of the Mohakhali hospital cleaning service, thus requiring a shift supervisor for each of the three shifts per day.

The Service Provider shall provide full time supervision of the Matlab hospital cleaning service from 06:00hrs to 22:00hrs each day, thus requiring a shift supervisor to be assigned to two of the three daily shifts i.e., day shift and evening shift.

In addition to the day to day supervision of these services, the Service Provider shall also assign a Senior Supervisor or Site In-charge to undertake the weekly inspections as well as additional inspections if and when rectification works are required to be undertaken. The Contract Manager or his representative shall from time to time also be present during these inspections, and may also conduct their own inspections with or without the Service Provider present.

STAFF ROSTERS
The Service Provider is responsible for preparing a weekly duty roster for all staff employed in the provision of services under this contract. The duty roster shall provide details of the day, date and time of duty for each person, or as otherwise required by the Ordering Officer. A copy of the roster shall be kept on site at each duty location.
The Service Provider shall provide the Ordering Officer with a copy of the staff duty roster for each site, no later than the 1st day of each month. Service Provider employees shall not be permitted to enter or remain on site outside of the rostered hours of duty.

The Service Provider shall also be responsible for maintaining and providing the Ordering Officer with a complete database of staff employed under this contract including name, contact details, age, education, previous work history and any disciplinary matters. The database needs to be updated when and as required.

**SERVICE PROVIDER ESTIMATED STAFFING REQUIREMENTS FOR REFERENCE**

The following is a list of the estimated number of cleaning staff which is given only for tender evaluation and reference. The Service Provider must provide cost effective and productive cleaning services based on practical calculation and assessment stated in the scope of work.

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Description of Cleaning Staff</th>
<th>Estimated Quantity</th>
<th>Total</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Site In-Charge</td>
<td>1</td>
<td>1</td>
<td>Site In-Charge to be deployed by the Service provider free of cost for smoothly manage their services.</td>
</tr>
<tr>
<td>2.</td>
<td>Supervisor</td>
<td>6 2 3</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Hospital Cleaner</td>
<td>45 23 - 40</td>
<td>108</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>General Cleaner</td>
<td>46 7 26 8</td>
<td>86</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Gardener</td>
<td>1 2 - 1</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Grand Total</strong></td>
<td><strong>209</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

I. These numbers offered by the Service Provider are subject to change in accordance with the requirements of icddr,b.

II. In addition to these numbers, the Service Provider must also maintain sufficient staff in reserve for each area in order to cover any absences of normally assigned such as rostered days off, annual or sick leave, resignations and other unexpected absences.

III. The number of staff required at each site, and the type of work to be undertaken is subject to change in accordance with icddr,b’s operational needs.

IV. The Site In-Charge (to be based at Mohakhali) is responsible to supervise all cleaning staff. He will be deployed in various icddr,b locations in Dhaka in order to ensure cleaning services as per schedule and instructions of icddr,b management. He will closely monitor and look into the smooth services in all icddr,b locations.
Areas to be Cleaned Under the Service Provider Managed Service

The following is a list of the buildings and areas that shall be cleaned by the Service Provider:

<table>
<thead>
<tr>
<th>Building</th>
<th>Level</th>
<th>Approximate Floor Area (m²)</th>
<th>Comments</th>
<th>Key Facilities (Estimated Qty.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main (Hospital) building</td>
<td>1</td>
<td>1,200</td>
<td>Office and common areas, hospital wards, labs, clinical areas and hospital kitchen.</td>
<td>200 toilets (single +complex)</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>3,400</td>
<td></td>
<td>15 meeting rooms</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>3,250</td>
<td></td>
<td>1 auditorium</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>3,250</td>
<td></td>
<td>5 lifts</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>3,250</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>1,625</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>3,250</td>
<td>Only partially occupied</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>3,250</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Institute of Public Health (IPH) building</td>
<td>1</td>
<td>950</td>
<td>Office and common areas, medical record room, staff clinic, laundry area, office, stores warehouse and maintenance workshops.</td>
<td>14 toilets (22 cubicles)</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>1,000</td>
<td></td>
<td>5 meeting rooms</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>1,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transport dispatch office</td>
<td>1</td>
<td>35</td>
<td></td>
<td>1 toilet (1 cubicle)</td>
</tr>
<tr>
<td>General Services Unit office</td>
<td>1</td>
<td>25</td>
<td></td>
<td>1 toilet (1 cubicle)</td>
</tr>
<tr>
<td>Security office (IPH &amp; Bank Gate)</td>
<td>2</td>
<td>280</td>
<td></td>
<td>1 toilet (1 cubicle)</td>
</tr>
<tr>
<td>Day Care Centre</td>
<td>1</td>
<td>210</td>
<td></td>
<td>1 toilet (3 cubicles)</td>
</tr>
<tr>
<td>Out Patients Department (diagnostics) building</td>
<td>1</td>
<td>170</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>170</td>
<td></td>
<td>8 toilets (11 cubicles)</td>
</tr>
<tr>
<td></td>
<td>3</td>
<td>170</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>170</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bank building</td>
<td>1</td>
<td>0</td>
<td></td>
<td>2 toilets (4 cubicles)</td>
</tr>
<tr>
<td></td>
<td>2</td>
<td>130</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Matlab</td>
<td>2</td>
<td>1600</td>
<td>Hospital, office, cafeteria &amp; externals</td>
<td></td>
</tr>
<tr>
<td>Filed sites</td>
<td></td>
<td>4 sites</td>
<td>Office, toilets, kitchen etc.</td>
<td></td>
</tr>
</tbody>
</table>

Total Floor Area: 12,950 m²
Notes:

I. The location and number of sites, areas, and services to be provided at each, is subject to change in accordance with icddr,b's operational needs.

II. The total amount of area need to be cleaned will increase as icddr,b continues with the upgrade of the Mohakhali campus, particularly in the Main building.

STORAGE OF TOOLS, EQUIPMENT AND MATERIALS

The icddr,b shall provide storage facilities to the Service Provider for storage of cleaning tools, equipment and materials that need to be used for the cleaning of the icddr,b's premises.

Tools, equipment and materials not being currently used in connection with services under this contract shall not be stored on the icddr,b's premises. The Service Provider shall not permit tools, equipment or cleaning materials to be stored in a location or such a manner as to cause inconvenience to icddr,b staff and visitors, or which creates a safety hazard to any person. All tools, equipment and materials shall be stored in a location that would make it difficult for any person other than the Service Provider's staff to access and remove such items. The Service Provider shall be liable for the loss or theft of any tools, equipment and materials stored on the icddr,b's premises, unless it can be proven that such loss or theft could not have been reasonably prevented by the Service Provider. The icddr,b shall reserve the right to apply the Performance Penalty for breach of this clause.

REPLACEMENT OF CLEANING CONSUMABLES, TOOLS, EQUIPMENT AND STAFF

The Service Provider is responsible for arranging a suitably trained and experienced replacement if any of its' cleaning staff fail to report for duty due to sickness or any other reason. The Service Provider shall also be responsible for replacing any lost, damaged, unsafe, or otherwise unusable tools, equipment and materials required for the cleaning of the icddr,b's premises. All replacement items must be approved for use by the Ordering Officer.

The Service Provider shall also have at its' disposal sufficient staff, equipment, tools and materials to replace the same that are absent, broken, damaged, lost or stolen, or otherwise unable to be used.

SERVICE PROVIDER'S EQUIPMENT AND MATERIALS

The Service Provider shall provide all of the necessary equipment, tools and materials listed in response schedule of the contract for the effective provision of services under this Contract. The Service Provider shall also be bound to use any additional chemicals/materials or tools to be supplied by the icddr,b as deemed necessary for the effective provision of services under this contract.

STANDARD OPERATING PROCEDURES

The Service Provider shall be required to assist the icddr,b in developing "Standard Operating Procedures" (SOPs) for the effective provision of services under this contract. The Service Provider shall not deviate from the SOPs without prior written approval from the Ordering Officer.

Note: A SOP on cleaning services is given in Annexure B for reference and develop a new one based on practical requirements that will ensure cost effective, productive and high standard cleaning services for icddr,b.

INSPECTIONS

Contract Manager:

The Contract Manager will carry out inspections on a random basis. These inspections may or may not include the Service Provider's Supervisor(s).

Service Provider:

The Service Provider's Supervisor shall inspect the premises a minimum of once weekly to ensure that the specified cleaning standards are being maintained. The Supervisor shall record each attendance in the Attendance Book and report to the Contract Manager prior to commencing the inspection. The Supervisor shall sign the appropriate "Certification Schedule and Declaration" form on completion of each inspection. Where any incomplete or unsatisfactory work is noted this is to be detailed in the Service Provider's internal inspection report, together with details of proposed rectification action, and a copy of this report is to be attached to the declaration form.

Joint Inspections:
The Contract Manger may require the Service Provider to take part in regular programmed joint inspections of the premises. The frequencies of such inspections will be as determined by the Contract Manager. Unscheduled and random joint inspections may also be required from time to time.

Reporting:
The Contract Manger will provide a copy of each inspection report resulting from a joint inspection to the Service Provider.

Rectification of Defective Work:
Should the Contract Manger direct the Service Provider to rectify any work he considers not in accordance with the Contract standards this shall be done at the Service Provider’s expense and within the time frames specified by the Contract Manger. Should the Service Provider fail to remedy any part of the rejected Services the Contract Manger may make alternative arrangements for the rectification and any expense incurred by the Contract Manger in so doing will be recoverable from the Service Provider under the Contract.

CLEANING SCHEDULE
Definitions:
“Daily Service” means Cleaning that is to be carried out each day that cleaning is required.
“Weekly Service” means Cleaning that is required to be carried out, in addition to daily cleaning, on one day of each week, normally the first day of the scheduled cleaning week, unless otherwise approved by the Contract Manager.
“Fortnightly” means cleaning that is required to be carried out, in addition to daily cleaning, on one day of every two weeks.
“Monthly Service” means Cleaning that is required to be carried out, in addition to daily and weekly cleaning, once in each calendar month. Depending on the task, this work may be separated and portions of the work carried out in conjunction with the weekly or daily service, however, if this is done, the entire task must be completed prior to the end of each calendar month.
“3 Monthly Service” means Cleaning that is required to be carried out, in addition to daily, weekly, and monthly cleaning, once every 3 months.
“As Required” means Cleaning or the placement of consumables that is required to be checked daily but actioned only as required.

**Notes:**
1. The cleaning frequencies listed in the table below, must be adhered to unless otherwise approved by the Contract Manager, and are required to maintain icdr.b’s cleaning standards.
2. These tasks and frequencies are applicable to the ‘Service Provider Managed’ cleaning of offices, laboratories, common areas and external areas, but are also generally applicable to the cleaning services provided using the ‘Day Labour’ method e.g., Cleaner Pool, Hospitals, and Cafeterias.

Requirement:
Carry out the following cleaning tasks at the frequencies shown, and in the manner specified, where the particular surfaces or items referred to are present in the building or area being cleaned:

<table>
<thead>
<tr>
<th>ITEM / AREA</th>
<th>TASK</th>
<th>FREQUENCY</th>
</tr>
</thead>
<tbody>
<tr>
<td>RUBBISH</td>
<td>Empty wastepaper and garbage containers and remove waste</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Wipe out wastepaper bins or replace liners</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Remove rubbish from the premises</td>
<td>DAILY</td>
</tr>
<tr>
<td>CARPETED FLOORS</td>
<td>Remove large items of rubbish and vacuum main traffic areas and visible dust, fluff etc</td>
<td>DAILY</td>
</tr>
<tr>
<td></td>
<td>Vacuum clean entire floor surface including corners, edges and under furniture (move light furniture wherever possible)</td>
<td>WEEKLY</td>
</tr>
<tr>
<td></td>
<td>Spot clean marks, stains, and spills with an approved cleaning agent.</td>
<td>AS REQUIRED</td>
</tr>
<tr>
<td></td>
<td>Steam clean (or equivalent deep clean method) entire floor</td>
<td>3 MONTHLY</td>
</tr>
<tr>
<td>Surface</td>
<td>Daily Tasks</td>
<td>Weekly Tasks</td>
</tr>
<tr>
<td>---------</td>
<td>-------------</td>
<td>--------------</td>
</tr>
<tr>
<td>TILES &amp; MOSAIC FLOORS</td>
<td>Sweep and wet mop entire floor surface paying attention to corners and edges</td>
<td>Machine buff all heavy traffic areas</td>
</tr>
<tr>
<td>EXTERNAL CONCRETE AND PAVERS</td>
<td>Sweep, hose down and remove excess water</td>
<td>Remove rubbish and leaf litter, and excess build up of soil</td>
</tr>
<tr>
<td>TILED, MOSAIC, CONCRETE, MARBLE AND EPOXY FLOORS</td>
<td>Sweep and wet mop entire floor surface paying attention to corners and edges</td>
<td>Remove dirt and grime in corners, along edges and under furniture, by using appropriate abrasive and cleaning agent.</td>
</tr>
<tr>
<td>TOILETS, WASHROOMS, SHOWERS AND CHANGE ROOMS</td>
<td>Clean and disinfect toilet pans, seats, and lids (including undersides), urinals, taps, all chrome fittings and pipes, basins, doors and door handles</td>
<td>Clean and disinfect doors and door handles, light switches and hand dryers</td>
</tr>
<tr>
<td>TEA-ROOMS/KITCHENETTES, AND LUNCH ROOMS</td>
<td>Remove cobwebs</td>
<td>Replenish paper hand towel, toilet paper, liquid soap and deodorant blocks</td>
</tr>
<tr>
<td>Task</td>
<td>Frequency</td>
<td></td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>Clean light switches and power outlets</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>Remove cobwebs</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Empty and wipe clean rubbish bins</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Sweep and mop ceramic tile, marble and mosaic floors</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Machine or hand scrub ceramic tile, marble and mosaic floors</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>using detergent and disinfectant</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vacuum carpets</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Spot clean carpets</td>
<td>AS REQUIRED</td>
<td></td>
</tr>
<tr>
<td>Steam clean (or equivalent deep clean method) carpets</td>
<td>3 MONTHLY</td>
<td></td>
</tr>
<tr>
<td>Spot clean including the removal of hand marks, all stainless &amp;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>aluminium doors, door frames, door furniture, push plates &amp; foot</td>
<td></td>
<td></td>
</tr>
<tr>
<td>plates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust and damp wipe internal wall and door signs including building</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>directory signs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spot clean marks from walls, particularly around light switches and</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>doorjambs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean light and fan switches and power outlets</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>Remove dust from light diffusers and ceiling air vents</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>Vacuum fabric chairs</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>Remove dust from window blinds and pelmets</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>Vacuum/sweep/mop behind and under easily movable furniture and</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>objects</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust and damp wipe computer and TV screens</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>Dust and damp wipe hall hung clocks, pictures, whiteboards,</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>notice boards etc.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust and damp wipe all ledges and horizontal surfaces</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>Dust and damp wipe ceiling fans including motor and blades</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>Remove all marks from lift doors, walls and ceilings</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Remove marks from floor selector and indicator panels</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Sweep and mop floors</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>Remove rubber floor mats and clean thoroughly including floor</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>beneath</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean ventilation fan grills and light fittings</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>Clean dust, marks, streaks, and hand/finger marks from glass</td>
<td>DAILY</td>
<td></td>
</tr>
<tr>
<td>doors, partitions, and door viewing panels</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean dust, marks, streaks, and hand/finger marks from windows</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>(internal)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wash windows to remove all dirt, marks, streaks and animal</td>
<td>3 MONTHLY</td>
<td></td>
</tr>
<tr>
<td>droppings (external)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TELEPHONES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damp wipe to remove all surface dust and grease etc.</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>EXHAUST FAN GRILLES</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean complete handset with a damp cloth and disinfect handset</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td>AIR CONDITIONING VENTS &amp;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Clean supply air outlets and return air grilles including surrounding</td>
<td>MONTHLY</td>
<td></td>
</tr>
<tr>
<td>ceiling/wall surfaces</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dust and damp wipe door grilles</td>
<td>WEEKLY</td>
<td></td>
</tr>
<tr>
<td><strong>GRILLS</strong></td>
<td>Dust and damp wipe wall and window mounted air conditioning units</td>
<td><strong>WEEKLY</strong></td>
</tr>
<tr>
<td><strong>LIGHT FITTINGS AND DIFFUSERS</strong></td>
<td>Remove dust and cobwebs and damp wipe to remove stubborn marks and insects.</td>
<td><strong>MONTHLY</strong></td>
</tr>
<tr>
<td><strong>BUILDING EXTERIORS</strong></td>
<td>Remove cobwebs, marks and dirt from external walls, and under eaves and overhangs</td>
<td><strong>MONTHLY</strong></td>
</tr>
<tr>
<td></td>
<td>Wash external walls (ground floor only), eaves and fascias using bristle brush and detergent, and hose down after.</td>
<td><strong>3 MONTHLY</strong></td>
</tr>
<tr>
<td><strong>EXTERNAL AREAS</strong></td>
<td>Remove litter and leaves, and sweep paths, car parks and roadways to remove dirt (place rubbish and leaf litter into bins and transfer to designated waste transfer station)</td>
<td><strong>DAILY</strong></td>
</tr>
<tr>
<td></td>
<td>Hose down paths, car parks and roadways to remove excessive dirt build up and bird droppings</td>
<td><strong>AS REQUIRED</strong></td>
</tr>
</tbody>
</table>

**REQUIREMENTS FOR CLEANING SERVICES**

**Hospitals**
The type of tasks that the staff assigned to work in the Hospitals, offices and areas (Mohakhali, Mirpur, field, Matlab and Teknaf) are as follows:

1. **Hospital Wards, Administration Areas, and Exterior:**
   - Sweep and mop floors using disinfectant
   - Cleaning of furniture, doors, windows etc. including spot cleaning walls
   - Empty rubbish bins
   - Replace soiled bed linen and disinfect mattresses and beds
   - Wash soiled bed linen and patient clothes
   - Remove litter inside and outside hospital, including sweeping entrance way
   - High pressure clean entrance roadway and car park area
   - Report any damage or theft of hospital property to hospital staff
   - Clean entrance mats
   - Clean toilets and staff change rooms
   - Check and replace consumables (toilet paper, paper hand towel, soap, hand sanitiser etc.)
   - Scrub and disinfect floors, wall and partitions
   - Clean ceiling, light fittings, AC vents, and other fittings and fixtures
   - Scrub toilets and change rooms
   - Disinfect all surfaces including furniture and nurses stations
   - Other tasks as directed by the Contract Manager

2. **Hospital Kitchen**
   - Wash and assist in the preparation of food
   - Cleaning of ovens, cook-tops, refrigerators, benches and other kitchen equipment
   - Empty rubbish bins
   - Assist in restocking pantry and undertaking regular stock takes
   - Operate dishwasher, and clean large pots, pans etc. manually
   - Clean walls, floors, windows furniture etc. including weekly machine scrubbing of floors
   - Assist in preparation of Oral Rehydration Solution and distribute to patients
   - Distribute meals to patients and staff
   - Other tasks as directed by the Contract Manager

**Staff Cafeterias**
The type of tasks that the staff assigned to work in the Staff Cafeterias (Mohakhali and Matlab) are as follows:
- Serve food to staff at the servery counter
- Wash and assist in the preparation of food
- Cleaning of ovens, cook-tops, refrigerators, benches and other kitchen equipment
- Empty rubbish bins
- Assist in restocking pantry and undertaking regular stock takes
- Wash up after each meal (crockery, cutlery, pots, pans utensils etc.)
- Clean dining room (furniture, floors, etc.) after each meal
- Clean walls, floors, windows furniture etc. including weekly machine scrubbing of floors
- Other tasks as directed by the Contract Manager

1. **General Cleaning, labs and filed sites**
   - Clean common area periodically throughout the day including foyers and entrances, stairways, lifts, corridors and toilets.
   - Attend to unscheduled cleaning tasks such as cleaning up spills, as when required
   - Undertake regular cleaning of non office areas such as roof tops, plant and lift motor rooms, warehouses and stores, and external areas
   - Emptying of rubbish bins, and removal of waste to transfer station
   - Other tasks as directed by the Contract Manager

2. **Ground Maintenance**
   The Cleaner Pool shall also include gardeners who will be responsible for maintaining the gardens and external grounds at the Mohakhali, Matlab and Chakaria facilities, including:
   - Removal of rubbish, leaf litter, and garden waste.
   - Cutting of grass in lawn areas
   - Removal of weeds and unwanted grass and other plants
   - Cultivation and tilling of garden beds
   - Top dressing of lawns and gardens
   - Pruning of plants and tree lopping
   - Watering gardens and lawns
   - Potting, watering and maintaining indoor plants
   - Fertilizing gardens and lawns
   - Treatment of lawns and gardens with insecticide and herbicide
   - Other tasks as directed by the Contract Manager

These tasks shall be undertaken under the supervision and direction of the Contract Manager or his delegated Site Supervisor, however, it is expected that the persons appointed by the Service Provider will be experienced in grounds maintenance and will be capable of undertaking most of the tasks with little or no supervision. The Service Provider will be responsible for ensuring that the appointed persons have the necessary skills and experience, and that the tasks are done in accordance with the icddr,b’s requirements, and as such shall ensure that regular (minimum weekly) site inspections are carried out to ensure that the grounds are being maintained as per the required standard.
SEPARABLE PART B: SUPPORT SERVICES FOR GENERAL OFFICES, CAFETERIA, HOSPITAL, KITCHEN, LABORATORIES

SCOPE OF SERVICES FOR SUPPORT SERVICES

This section provides a general outline of the services to be provided under the Contract, which involve:

a) Office Support Services - Running messages and errands, photo copying, set-up and preparation of rooms for large meetings and presentations, making & serving tea, snacks, collection and delivery of materials and services from external offices etc.

b) Cafeteria Support Services and Kitchen- Helping in food processing and preparation including dish was, food serving in counters, assisting in preparation of food for large meeting, seminar and BoT, helping and distribution of preparation of oral saline for hospital patients.

c) Hospital Support Services: Distributing of washed cloths to patients & nurses, distribution ORS, collection of materials form store, helping in collection and delivery of specimens, shifting patients from one ward to another ward under the guidance of hospital staff, helping in setting up of meeting and seminar.

d) Laboratory Support Services: Collection and distribution of washed apron and cloths, carrying errands, collection of materials from store, setting up meeting room, helping in laboratory set up etc.

e) Field Sites Support Services: Running messages and errands, photo copying, set-up and preparation of rooms for large meetings and presentations, making & serving tea, snacks, collection and delivery of materials and services from external offices, carry out general cleaning etc.

METHOD OF SERVICE DELIVERY

The services required under this contract shall be provided through a 'Day Labour' service arrangement, whereby the Service Provider will undertake the delivery of the required services by providing the required number of personnel for each site. These staff will then be assigned their tasks and directly supervised by the icddr,b. However, the Service Provider will be responsible for providing staff that have the required training, skills and aptitude, as and when required by the Ordering Officer. The Service Provider will also be responsible for the ensuring that the staff assigned to provide these services undertake their assigned tasks as directed by the icddr,b's staff, and behave in accordance with the icddr,b's code of conduct.

All the payments to the workers must be made by the service provider through Bank transactions only. Cash payment is strictly prohibited. Agreement with the service provider, which does not make payment to its workers through bank is liable to be terminated.

The service provider is also required to issue pay slips to all its employees every month.

While submitting the bill for the next month, the services provider must file a certificate certifying the following:

✓ Wages of workers were credited to their bank accounts on __________ (date). Further details of payment with bank account No. & wage sheet to be submitted.

✓ Apart from the above details, below pro-forma is also to be submitted by the service provider to icddr,b

  a) Employee Name
  b) NID No.
  c) Bank A/C No.
  d) No. of days
  e) Total Amount Paid
  f) Remarks:

STAFF REQUIREMENTS

The following is a list of the estimated number of staff that the Service Provider will be required to provide at each site:

<table>
<thead>
<tr>
<th>Location and Service</th>
<th>No. of Staff Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mohakhali Campus - Office Support</td>
<td></td>
</tr>
<tr>
<td>Mohakhali Campus-Laboratory Support</td>
<td></td>
</tr>
</tbody>
</table>
Notes:

V. These numbers are estimates only, and are subject to change in accordance with the requirements of the icddr,b.

VI. In addition to these numbers, the Service Provider must also maintain sufficient staff in reserve for each area in order to cover any absences of normally assigned such as rostered days off, annual or sick leave, resignations and other unexpected absences.

VII. The number of staff required at each site, and the type of work to be undertaken is subject to change in accordance with icddr,b's operational needs.

DUTY TIMES

1. Office, laboratories, field sites:
   These works will be provided from 08:30hrs to 17:00hrs, 6 days per week (Saturday to Thursday) except icddr,b’s official holidays. However, from time to time, the icddr,b may require office support outside of these hours and days, such as during VIP visits, special functions and Board of Trustee meetings.

2. Cafeteria food processing & dish wash duties:
   This work will be performed by a team of cleaners working from Saturday to Thursday between the hours of 06:00 and 17:00 hrs for the Dhaka Cafeteria, and 06:00 and 20:00 hrs for the Matlab cafeteria (except icddr,b gazetted holidays), directly supervised and managed by icddr,b Facilities Services – Cafeteria Services Unit (CSU). There will be 2 shifts (8 hours duty per shift) per day to cover the total working time.
   However, the Service Provider will remain ultimately responsible for the quality of staff assigned to do the work, and quality of the work performed.

3. Hospital and Hospital Kitchen duties:
   The support service in hospital is required to be undertaken 24 hours a day, 7 days per week, thus requiring support service staff to work in shifts at hospital. There will be 3 x 8 hour shifts each day.

Note: These times are subject to change in accordance with icddr,b’s operational requirements.

| Service Provider | Staff
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Mohakhali-Cafeteria Support Service</td>
<td>24</td>
</tr>
<tr>
<td>Mohakhali- Hospital Support Service</td>
<td>32</td>
</tr>
<tr>
<td>Matlab-Cafeteria Support Service</td>
<td>5</td>
</tr>
<tr>
<td>Matlab-Maintenance &amp; ITC</td>
<td>2</td>
</tr>
<tr>
<td>Matlab Filed Sites</td>
<td>3</td>
</tr>
<tr>
<td>Rajbari Filed Sites- Support Service</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total:</strong></td>
<td><strong>129</strong></td>
</tr>
</tbody>
</table>

TENDER FORM

(The completed tender form and attachments together will comprise the Tenderer's offer)

TENDERER DETAILS
We, the undersigned, having examined and acquired an actual knowledge of this Request for Proposal do hereby offer to perform the whole of the work in accordance with this Request for Proposal at the amounts tendered in the completed Financial Proposal attached.

<table>
<thead>
<tr>
<th>Signature</th>
<th>Date</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
</tr>
</thead>
</table>

(Print name and position in business)

If applicable, we confirm receipt and inclusion in the Tender, addenda numbered:

<table>
<thead>
<tr>
<th>Legal Entity</th>
<th>(Name of legal entity – include trading name)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Postal Address</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th>Mobile #</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>e-mail address</th>
</tr>
</thead>
</table>

**CONTACT PERSON DETAILS**

<table>
<thead>
<tr>
<th>Name</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Position</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th>Mobile #</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>e-mail address</th>
<th>Web Site</th>
</tr>
</thead>
</table>
DECLARATION OF BUSINESS STATUS
(Select the appropriate business entity type and complete details)

<table>
<thead>
<tr>
<th>Business Entity Type</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sole Trader</strong></td>
<td>Full Name of Proprietor</td>
</tr>
<tr>
<td></td>
<td>Business Name (if applicable)</td>
</tr>
<tr>
<td><strong>Partnership</strong></td>
<td>Names of All Partners</td>
</tr>
<tr>
<td></td>
<td>Partnership Name (if applicable)</td>
</tr>
<tr>
<td><strong>Company</strong></td>
<td>Company Name</td>
</tr>
<tr>
<td></td>
<td>Business Name (if different to Company Name)</td>
</tr>
<tr>
<td></td>
<td>Names of all Directors</td>
</tr>
<tr>
<td></td>
<td>Names of Holding and Subsidiary Companies (if applicable)</td>
</tr>
<tr>
<td><strong>Trust</strong></td>
<td>Copy of Trust Deed Attached □ Yes □ No</td>
</tr>
<tr>
<td><strong>Joint Venture</strong></td>
<td>Names of all Parties</td>
</tr>
</tbody>
</table>

CERTIFICATION

I certify on behalf of ________________________________ (the Tenderer), to the best of my knowledge:

(a) None of the Proprietors, Directors, Managers is a bankrupt or a Director, Manager or Secretary of a Company that is being wound up (whether voluntary or otherwise);

(b) The organization has not, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a contract under any fund; and

(b) The business is not trading under:
   • an arrangement and/or reconstruction (i.e. restructuring a public company)
   • receiver and management
   • official management
   • an arrangement with creditors without sequestration (i.e., without the proprietors being made bankrupt).
I / We the undersigned, hereby agree to be bound by the icddr,b Conditions of Contract as referred to in the Request for Proposal.

If no, provide details of proposed or amended contract clause(s), including:
- specific clause
- reasons for exception
- details of any replacement clause

NOTE: Add lines or an attachment if more space is required

<table>
<thead>
<tr>
<th>CLAUSE No.</th>
<th>REASONS FOR EXCEPTION</th>
<th>PROPOSED WORDING OF REPLACEMENT CLAUSE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

**SCHEDULE OF INSURANCE**

1.1 **Workers Compensation** (refer Conditions of Contract)

<table>
<thead>
<tr>
<th>For Contractors employing workers.</th>
<th>Policy Number</th>
<th>Name of Insurer</th>
<th>Expiry Date</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>
CLAIMS AGAINST ASSESSMENT CRITERIA

NOTE:
1. The documents required under the Claims against Assessment Criteria are the basic requirements and Tenderers may submit credentials and relevant additional documents to prove their credibility under each of these criteria. These documents should be attached as annexes to the proposal where appropriate.
2. Add lines or an attachment if more space is required

1. EXPERIENCE AND PAST PERFORMANCE

<table>
<thead>
<tr>
<th>EXPERIENCE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenderer to provide;</td>
</tr>
<tr>
<td>1.1 Number of years the service provider has been in the business of Provision of Cleaning and Support Services (provide certificate of registration / incorporation), Registered Office &amp; Address, Attach a current organizational chart and include the total number of employees in your firm in Dhaka, by various locations.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PAST PERFORMANCE HISTORY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenderer to provide a past performance history of at least six performance certificates of which;</td>
</tr>
<tr>
<td>1.2 i) Three from International organizations</td>
</tr>
<tr>
<td>ii) Three from Local Large organizations</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Name of End User</th>
<th>Address of End User</th>
<th>Contact Telephone Number</th>
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<tbody>
<tr>
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<table>
<thead>
<tr>
<th>PREVIOUS DISPUTES AND CLAIMS HISTORY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tenderer to provide a past performance history of at least six performance certificates of which;</td>
</tr>
<tr>
<td>1.3 i) Three from International organizations</td>
</tr>
<tr>
<td>ii) Three from Local Large organizations</td>
</tr>
<tr>
<td>Detail any disputes and claim history, if any, for last 3 years</td>
</tr>
<tr>
<td>(Documents required: Declaration by the Tenderer in its letterhead and fill up the relevant section with applicable YES/NO)</td>
</tr>
</tbody>
</table>
2. CAPACITY

2.1 Provide 3 contracts executed or ongoing in similar organizations for last five years (each contract’s value not less than BDT 20 million per year)

2.2 Mention cleaning operation (district wise) and number of total active cleaning personnel

<table>
<thead>
<tr>
<th>Cleaning Operation District Wise</th>
<th>Number of Active Cleaning Personnel</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

2.3 List of Current Contracts with value and company details

<table>
<thead>
<tr>
<th>Name of the Company and contact details</th>
<th>Contract Award Date</th>
<th>Total Value (Tk.)</th>
<th>Due Date for Completion</th>
</tr>
</thead>
<tbody>
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</table>

2.4 Financial Capacity

*Provide overview of Tenderer Financial capacity to undertake the projects of similar nature, scope and size (Tenderers must provide Company’s Financial Audit Reports of last three years)*

<table>
<thead>
<tr>
<th>Type of Company</th>
<th>Type of Financial Document</th>
<th>Support document (Attached / Not Attached)</th>
</tr>
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<tbody>
<tr>
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</tbody>
</table>

2.5 Details of Tenderer’s processes and procedures to ensure payment of employees
<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>2.6</td>
<td>Provide information regarding Cleaning Associated Apparatus Support (mention equipment/services)</td>
</tr>
<tr>
<td>2.7</td>
<td>Company's training facilities</td>
</tr>
<tr>
<td>2.8</td>
<td>Company's monitoring procedures of cleaning and support services (to be attached)</td>
</tr>
</tbody>
</table>
Refer to the "Occupational Health and Safety" section in the General Conditions of Contract of this Request for Proposal (RFP).

3. OCCUPATIONAL HEALTH, SAFETY AND ENVIRONMENT

<table>
<thead>
<tr>
<th>3.1.1</th>
<th>Does your company have a formal OHS&amp;E Policy?</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>If Yes, have you to attach a copy of your OHS&amp;E Policy documentation</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

If Yes, is your policy regularly revised/updated?
STANDARD OPERATING PROCEDURES (SOP) FOR
CLEANING SERVICES AT icddr,b
Contents

1. Cleaning Schedule
   - Cleaning Plan
     - Wards
     - Wash Rooms

2. General Area Cleaning Procedures
   - Exterior
   - Entrance Lobby and Reception/ Triage
   - Floor Corridors and Public Area
   - Wash Rooms (Public and Staff)

3. Annexure H1
   - Cleaning System (Product, Process and Procedures)
     - Hand Washing

4. Annexure H2
   - Cleaning System (Product, Process and Procedures)
     - Dry Mopping

5. Annexure H3
   - Cleaning System (Product, Process and Procedures)
     - Wet Mopping (Auto Scrubbing / Mechanized Moping)

6. Annexure H4
   - Cleaning System (Product, Process and Procedures)
     - Wet Mopping (Manual)

7. Annexure H5
   - Cleaning System (Product, Process and Procedures)
     - Cleaning Agents
     - Cleaning Tools and Equipments

8. Annexure H6
   - Cleaning System (Product, Process and Procedures)
     - Storage and Dispensing
     - Dos and Don'ts
Cleaning Schedules

Your manager is responsible for working out a cleaning schedule, that sets out when and how different items and areas should be cleaned and who to do the cleaning.

- What is to be cleaned
- Who is to clean it
- When it is to be cleaned
- How it is to be cleaned
- The time necessary to clean it
- The chemicals, materials and equipment to be used
- The cleaning standard required
- The precaution to be taken
- The protective clothing to be worn
- Who is responsible for checking and recording that it has been cleaned?

Cleaning Plan:

<table>
<thead>
<tr>
<th>Area/Equipment</th>
<th>Who</th>
<th>When (am/pm)</th>
<th>How</th>
<th>Cleaning/Disinfecting Materials</th>
<th>Safety Precautions</th>
<th>Checked By</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

Wards

<table>
<thead>
<tr>
<th>Activity</th>
<th>Cleaning Process</th>
<th>Deep Cleaning Process</th>
</tr>
</thead>
</table>
| I. Daily Cleaning | Check your check list for the contents in your caddy and put everything in place from the stores. Rinse your spray bottle with germicidal before your fill the solution  
1. Germicidal Cleaner  
2. Wringer bucket  
3. 5/10 ltr Plastic pail  
4. Nylon push broom and dust pan  
5. Treated dust mop  
6. Treated dusters  
7. Wet mops  
8. Putty knife  
9. Dry dusters  
10. Plastic trash bags  
11. Spray bottle  
12. Measuring Cup  
Change to appropriate attire before you enter the area.  
1. Put your hand gloves  
2. Wear your hair cap  
3. Put your surgical mask  
Alternative disinfectant chemical to be used |
| II. Weekly Cleaning | Other than the daily cleaning weekly cleaning includes:  
1. Wiping of walls with damp cloth and germicidal solution.  
2. TV cabinets, VT screens, racks etc.  
3. Hand scrubbing of the floor corners with scrubbing pads  
4. Cleaning the venation blinds with disinfectant cleaner and  
Alternative disinfectant chemical to be used |
### III. Bed Cleaning

| Once Per Shift | 1. Change soiled rubber sheet, buckets, bowls, and replace them with a fresh one.  
| 2. Collect all soiled rubber-sheets, buckets, and bowls and take them to the wash room.  
| 3. Collect soiled blankets and take them to the wash room. |

| As Required | 1. Wash beds and mattresses, and remake beds after dismissal of patients.  
| 2. Any of the activities listen above as they become necessary (eg cleaning a spill) |

### Washrooms

<table>
<thead>
<tr>
<th>Activity</th>
<th>Cleaning Process</th>
<th>Deep Cleaning Process</th>
</tr>
</thead>
</table>
| I. Daily Cleaning | 1. Check your check list for the contents in your caddy and put every thing in place from the stores.  
| 2. Germicidal Cleaner  
| 3. Treated dusters  
| 4. Wringer bucket  
| 5. 5/10 ltr Plastic pail  
| 6. Nylon push broom and dust pan  
| 7. Treated dust mop  
| 8. Wet mops  
| 9. Spray bottle  
| 10. Measuring Cup  
| 11. Putty knife  
| 12. Dry dusters  
| 13. Plastic trash bags |

Washrooms Activity

| Alternative disinfectant chemical to be used |

| Change to appropriate attire before you enter the area. |
| 1. Put your hand gloves  
| 2. Wear your boots |

Change to appropriate attire before you enter the area.  
1. Separate household waste from body fluids (stool, vomitus etc) and place in appropriate container.  
2. Empty buckets/ bowls.  
3. Rinse soiled rubber sheet, buckets and bowls with plain water-Soak soiled rubber sheets and buckets in detergents/ disinfectant (socked in water mixed with creosote oil & creosol in the proportion of 25:1 approx. (trade name; phenyl. Chemically, creosote is a blend of several hundred compounds, the most prevailing ones being polycyclic aromatic hydrocarbons and phenolic compounds, particularly pentachloropheno) for one hour.  
4. Rinse them with plain water.  
5. Dry under sunlight and keep ready for further use.  
6. Wash soiled linen, and blankets before sending to the laundry. (0.1% bleaching solution i.e. 0.1% hypochlorite solution)
General Area Cleaning Procedures

Exterior (Drive Area by Hospital Main Entrance and Area around Any Tents)

<table>
<thead>
<tr>
<th>Shift</th>
<th>Daily Cleaning Process</th>
<th>Deep Cleaning Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Shift</td>
<td>Clean Trash bins, Clean the Trash bins from outside, replace the liner</td>
<td>Use a disinfectant and high pressure jet to wash the Trash bin from inside once a week for deep cleaning.</td>
</tr>
<tr>
<td></td>
<td>Remove the littering around. Sweep the Drive ways with mechanized sweeper.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>High pressure water jet cleaning of the drive way and Car park lots.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Half hourly rounds to clear the littering</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note and report for any damage or breakage of the property and facilities to the supervisor.</td>
<td></td>
</tr>
<tr>
<td>2nd Shift</td>
<td>Trash bin clearance where ever it is necessary. (Trash bin should never be more than two third of its capacity full at any given point of time)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove the littering around. Sweep the Drive ways with automatic sweeper.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Half hourly rounds to clear the littering.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note and report for any damage or breakage of the property and facilities to the supervisor.</td>
<td></td>
</tr>
</tbody>
</table>

Entrance lobby and Reception/ Triage:

<table>
<thead>
<tr>
<th>Shift</th>
<th>Daily Cleaning Process</th>
<th>Deep Cleaning Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Shift</td>
<td>Clean and clean the Trash bins and ashtrays, Replace the liner of Trash bins</td>
<td>Scrub clean or replace the damaged/ dirty ashtrays and Trash bins when ever noticed.</td>
</tr>
<tr>
<td></td>
<td>Dust and clean the plants and planters kept indoors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post wet floor signage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dust the ceiling, light diffusers, A/C vents smoke detectors, sprinklers etc. with dusting brush.</td>
<td>Thorough cleaning of ceiling, light fittings, Vents etc. using vacuum cleaner every week.</td>
</tr>
<tr>
<td></td>
<td>Check and remove dry and sticky soiling from the floors and walls with a putty knife</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dry mop the floor for loose dust and littering around</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wet mop the floor with wringer bucket and mop system or with automatic machine using only white pad with squeegee on</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Ensure the floor is dry and remove wet floor signage to leave the area open for service.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean the Glazing and all glass partitions with glass cleaner and squeegee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Half hourly dry moping rounds with dry mop then wet mop the floor with wringer bucket and mop system</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Check and report if any thing unusual is found at the property to the supervisor.</td>
<td></td>
</tr>
<tr>
<td>2nd Shift</td>
<td>Clean and clean the Trash bins and ashtrays, Replace the liner of Trash bins</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post wet floor signage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dry mop the floor for loose dust and littering around</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wet mop the floor with wringer bucket and mop system or with automatic machine using only white pad with squeegee on</td>
<td></td>
</tr>
</tbody>
</table>
Ensure the floor is dry and remove wet floor signage to leave the area open for service.

Half hourly dry mopping rounds with dry mop then wet mop the floor with wringer bucket and mop system.

Check and report if anything unusual is found at the property to the supervisor.

### 3rd Shift

Clean and clean the Trash bins and ashtrays, Replace the liner of Trash bins

Post wet floor signage

Remove entrance matting (if it is there) and keep it at the designated back office space.

Dry mop the floor for loose dust and littering around

Wet mop the floor with wringer bucket and mop system or with automatic machine using only white pad with squeegee on

Weekly scrub cleaning with automatic machine if wringer bucket system is used for daily wet mopping. If automatic system is used for daily mopping separate deep cleaning is not required.

Ensure the floor is dry and remove wet floor signage to leave the area open for service.

Vacuum / Jet Wash and dry (if washable) the floor mat and put back in place

Check and report if anything unusual is found at the property to the supervisor.

### Floor Corridors and Public Area:

<table>
<thead>
<tr>
<th>Shift</th>
<th>Daily Cleaning Process</th>
<th>Deep Cleaning Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Shift</td>
<td>Clean and clean the Trash bins and ashtrays, Replace the liner of Trash bins</td>
<td>Scrub clean or replace the damaged/ dirty ashtrays and Trash bins when ever noticed</td>
</tr>
<tr>
<td></td>
<td>Dust and clean the plants and planters kept indoors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post wet floor signage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dust the ceiling, light diffusers, A/C vents, smoke detectors, sprinklers etc, with dusting brush.</td>
<td>Thorough cleaning of ceiling, light fittings, Vents etc. using vacuum cleaner every week</td>
</tr>
<tr>
<td></td>
<td>Check and remove dry and sticky soiling from the floors and walls with a putty knife</td>
<td>Hand scrub cleaning of the walls (if washable) once in a week using disinfectant cleaner.</td>
</tr>
<tr>
<td></td>
<td>Dry mop the floor for loose dust and littering around</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wet mop the floor with wringer bucket and mop system or with automatic machine using only white pad with squeegee on</td>
<td>Weekly scrub cleaning with automatic machine if wringer bucket system is used for daily wet mopping.</td>
</tr>
<tr>
<td></td>
<td>Ensure the floor is dry and remove wet floor signage to leave the area open for service.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean the Glazing and all glass partitions with glass cleaner and squeegee</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Half hourly dry mopping rounds with dry mop then wet mop the floor with wringer bucket and mop system</td>
<td></td>
</tr>
<tr>
<td>2nd Shift</td>
<td>Clean and clean the Trash bins and ashtrays, Replace the liner of Trash bins</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Post wet floor signage</td>
<td></td>
</tr>
<tr>
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<td>Dry mop the floor for loose dust and littering around</td>
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<td>Shift</td>
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</tr>
<tr>
<td>--------</td>
<td>------------------------</td>
<td>-----------------------</td>
</tr>
<tr>
<td>1st Shift</td>
<td>Post wet floor/ cleaning in progress signage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dust the ceiling, light fittings, vents, ledges etc. with dusting brush.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Collect the littering on the floor and run a dry mop to clear the loose dust from the floors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Empty the trash, clean and replace the liner.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Apply toilet bowl cleaner inside the WC and Urinals and spread evenly with a toilet brush. Push the water down the trap in the WC before you apply the TBC.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spray the walls, counter tops, washbasins, partitions and fixtures with disinfectant cleaner and scrub with mild scrubbing pad.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean the mirrors with glass cleaner. Spray the cleaner on to the glass and squeegee with a wiper, Or spry on to a dry duster and wipe off the glass.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wipe the complete area sprayed with disinfectant cleaner dry.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Go back to WC and Urinals to scrub it with toilet brush and flush it thoroughly and scrub clean the toilet seat, seat cover and out side of WC and urinal with disinfectant cleaner. Sipe it dry.</td>
<td>Weekly stubborn stain removal of the WC and urinals, if any using stubborn stain remove.</td>
</tr>
<tr>
<td></td>
<td>Replace the toiletries and tissue rolls.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Mop the floor with disinfectant cleaner from inside towards the door</td>
<td>If the daily cleaning procedures are followed there is no need for extra deep cleaning.</td>
</tr>
<tr>
<td></td>
<td>Spray air freshener.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Remove the signage from the door.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Half hourly rounds for flushing all the urinals and WCs. And also mopping the floor and counter tops dry.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Check and report if any thing unusual is found at the property to the supervisor.</td>
<td></td>
</tr>
<tr>
<td>2nd Shift</td>
<td>Post wet floor/ cleaning in progress signage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Collect the littering on the floor and run a dry mop to clear the loose dust from the floors.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Empty the trash, clean and replace the liner.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spray the walls, counter tops, wash basins, partitions and fixtures, with disinfectant cleaner and scrub with mild scrubbing pad. Spry disinfectant inside and outside the WC and Urinals.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Clean the mirrors with glass cleaner</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Wipe the complete area sprayed with disinfectant cleaner dry.</td>
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<td>Go back to WC and Urinals to scrub it with toilet brush and flush it thoroughly and scrub clean the toilet seat, seat cover and outside of WC and urinal with disinfectant cleaner. Wipe if dry.</td>
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</tr>
</tbody>
</table>
Spray air freshener.
Remove the signage from the door.
Half hourly rounds for flushing all the urinals and WCs. And also mopping the floor and counter tops dry.
Check and report if anything unusual is found at the property to the supervisor.

**Annexure H1**

**Cleaning Systems (Products, Process and Procedure)**

**Hand Washing**

[In hospitals, majority of the cross contamination happens through contacts and it is mainly through touch of human hands. Hence hand washing is an important procedure before and after every cleaning activity of the critical areas in a hospital Do not wear ring during the job and keep your finger nails trimmed neatly]

1. Adjust to the water tap to a moderate size stream at a comfortable warm temperature.
2. Wash your hand thoroughly in the water.
3. Apply disinfectant soap solution from the dispenser liberally and lather your hand vigorously for 20 to 25 seconds. Apply soap on the palm, back of your hand and between the fingers.
4. Rinse off lather under the stream of water. Use vigorous action rubbing your hand together.
5. Dry your hand using a paper towel.
6. Use disinfectant alcohol gel wherever available/ applicable.

**How often do you wash your hand?**
1. Before and after every cleaning job
2. After using the rest room.
3. Before and after the meal
4. After a cough / Sneeze you cover with your hand
5. After Blowing your nose
6. After touching pimple on your face
7. After handling contaminated material and collecting the surgical waste.

**Annexure H2**

**Cleaning Systems (Products, Process and Procedure)**

**Dry Moping**

[Note: Treat the dry mop the previous day with dry dusting agent by spraying the chemical from an atomizer on to the mop head thoroughly. Brush the mop head with a stiff brush thoroughly and vacuum off the loose dust before spraying and store it in a mop hanger with the mop head upside]

1. Shake well the dry mop for the loose dust and brush it with a stiff brush to remove the sticky dust, at the equipment cleaning area.
2. Keep the putty knife handy while preparing for dry dusting to remove any thing stuck on the floor.
3. Remove any foreign particle and dry soil stuck on the floor with putty knife with out scratching the floor.
4. Use the dry mop in straight line walk behind motion.
5. Once the area is covered well to remove the dust from the mop head before you go to the next area or store it.

**Annexure H3**
Wet Mopping (auto scrubbing/mechanized moping)

1. Arrange tools and products required.
   (Scrapper/putty knife, Disinfectant/ Germicidal cleaner, Measuring cup, broom and dust pan, Auto scrubber with clean water in the tank and white pads, clean wet mop, wet mop, clean dry mop, wringer double bucket, wet floor signage, wet and dry dusters)
2. Post the wet floor signage to cordon off the area which is to be wet moped.
3. Remove the foot matting (if it is there) and keep it at the designated area in the back room.
4. Remove the removable fixtures to designated area temporarily.
5. Check for sticky and dried up soiling on the floor and remove with the scraper or putty knife carefully.
6. Scrape and sweep all corners along the base board, around the fixtures and vending machines, telephone stand, hand rails and automatic doors.
7. Collect all the scrape offs with your dust broom and dust pan.
8. Use the dry map in straight line walk behind motion.
9. Measure and add genocidal solution in the solution tank water of your auto scrubber.
10. Use the auto scrubber with white pad mounted on it for mechanized wet moping in walk behind straight line motion to over the area better and faster.
11. Use a clean wet mop to rinse of the edges and corners where the machine squeegee has not reached.
12. Ensure that the floor is thoroughly dried and put the fixtures and furniture back in place after cleaning it.
13. Clean the foot mat with a vacuum cleaner or with high pressure water jet and put it back in place.
14. Remove the wet floor signage.

Cleaning Systems (Products, Process and Procedure)

Wet Moping (Manual)

1. Arrange tools and products required.
   (Scrapper/ putty knife, Germicidal cleaner, measuring cup, broom and dust pan, Wringer double bucket, clean water in the buckets, clean wet mop, clean dry mop, wet floor signage, wet and dry dusters)
2. Post the wet floor signage to cordon off the area which is to be wet moped.
3. Remove the foot matting (if it is there) and keep it at the designated area in the back room.
4. Remove the removable fixtures to designated area temporarily.
5. Check for sticky and dried up soiling on the floor and remove with the scraper or putty knife carefully.
6. Scrape and sweep all corners along the base board, around the fixtures and vending machines, telephone stand, hand rails and automatic doors.
7. Collect all the scrape offs with your dust broom and dust pan.
8. Use the dry map in straight line walk behind motion.
9. Measure and add neutral solution in the solution bucket.
10. Wipe the skirting and mop along the doges first covering the floor 6 inches from the wall.
11. Use the wet mop on the floor in fig o'8 motion, starting from the faraway end towards to door, moving backward from the moped area.
12. Ensure that the floor is thoroughly dried and put the fixtures and furniture back in place after cleaning it.
13. Clean the foot mat with a vacuum cleaner/high pressure water jet and put it back in place.
14. Remove the wet floor signage.

Cleaning Systems for General Areas (Products, Process and Procedure)

1. Entrance and Foyer Cleaning
   A. Sweeping and Dusting
      1) Foyer and entrance floors will be clean and free of dirt streaks and there will be no moisture remaining in corners and behind doors.
      2) Wads of gum, tar, and other sticky substance will have been removed.

Annexure H4

Annexure H5
3) Grills and woodwork will be dust-free after dusting.
4) There will be no spots or smudges on the wall surfaces.

B. Polishing and Wall Spot Cleaning
1) Doorknobs, push bars, kick plates, railings, doors and other surfaces will be clean and polished to an acceptable shine.
2) Wall surfaces up to a standing height will be free of finger marks, smudges, and other dirt spots of any kind.

C. Mopping
1) Foyer and entrance doors will be free of loose and/or caked dirt particles and will present an overall appearance of cleanliness after the mopping operation.
2) Walls, skirting boards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces, and splashing from the cleaning solution and rinse water.
3) All surfaces will be dry and the corners and crevices clean after mopping.

2. Room Cleaning
A. Rubbish Removal
1) All rubbish bins will be empty and in their proper place, and clean of all dirt and substances. Liners will be replaced as required.

B. Sweeping, Mopping and Vacuum Cleaning
1) There will not be any dirt left in corners, under furniture, or behind doors.
2) Skirting boards, furniture, and equipment will not be disfigured or damaged during the cleaning operation.
3) There will not be any dirt left behind doors or movable furniture.
4) Furniture and equipment moved during sweeping will be replaced.
5) There will be no rubbish under desks, tables, or chairs.
6) Any furniture moved during floor cleaning will be replaced.

C. Dusting
1) There will not be any dust streaks on desks or other office equipment.
2) Woodwork, after being properly dusted, will appear bright.
3) Corners and crevices will be free from any dust.
4) There will not be any oily spots, smudges, or hand marks on walls.
5) Window sills, door ledges, doorframes, door louvers, window frames, skirting boards, columns, and partitions will be free of dust.

D. Computer and TV Screen Cleaning
1) There will be no visible finger marks, dust, streaks or smudges on screens and the surrounding frame and stand (use only soft lint free cloths and cleaning agent approved for cleaning LED screens)

E. Damp-Wiping
1) Mirrors, door glass, furniture, partitions and desk screens that can be reached while standing on the floor will be clean and free of dirt, dust, streaks, and spots. (This job does not include window washing)

3. Stairway Cleaning
A. Sweeping and Dusting
1) Stair landings, steps and all corners of stair treads will be free of loose dirt or dust streaks after sweeping.
2) Stair railings, door frames, ledges, and grills will be dust free after dusting. The dust will have been removed rather than pushed around.
3) Stair nosings will be free of dirt including in the non-slip grooves, and will be polished to an acceptable shine (stainless steel and brass nosings only).

B. Cleaning, Polishing and Wall Spot Cleaning
1) Glass surfaces will be clean and free of any smudges, fingermarks and dirt (this does not include window cleaning).
2) Handrails, doorknobs, and other surfaces will be clean and polished to an acceptable shine.

3) Walls up to a standing height will be free of finger marks and other dirt spots of any kind.

**C. Mopping and Scrubbing**

1) Stair landings and steps will be free of loose and compacted dirt and will present an overall appearance of cleanliness after mopping or scrubbing.

2) Walls, skirting boards, and stair risers will be free of watermarks, scars from the equipment striking the surfaces and splashing from the cleaning solution.

**4. Lift Cleaning**

**A. Floor Cleaning**

1) Floors will be clean and base plates and thresholds polished.

2) Surfaces under and around rubber floor mats will be free of dirt and spilt substances.

3) Elevator walls will be free of splash marks.

4) The landings and treads will be free of loose dirt, dust streaks, and gum or other foreign substances.

**B. Dusting, Polishing and Wall Spot Cleaning**

1) Interior surfaces of elevators will be free of loose dirt & dust streaks.

2) Handrails, controls, and other surfaces will be clean and polished and free of finger marks and other smudges.

3) Walls and ceiling will be free of finger marks and other smudges.

**5. Toilet Cleaning**

**A. Rubbish Removal**

1) Rubbish bins will be emptied, cleaned, and have new liners inserted.

2) No rubbish will be on floor or benches.

**B. Replenishment of Supplies**

1) All dispensers of supplies will be clean and filled with the proper supplies (paper hand towels, toilet paper, liquid soap, etc.)

**C. Cleaning of Toilet Fixtures**

1) All porcelain surfaces of hand basins, toilets, and urinals will be free of dust, dirt, spots, and stains.

2) The wall surfaces will be free of spots and smears.

3) Toilet seats, lids and hinges will be free of spots, stains and mould.

4) Plumbing fixtures and pipes will be free of dust, mould and water stains.

**D. Cleaning of Walls, Stall Partitions, Doors, Shelves, Mirrors and Floors**

1) All shelves and shelf brackets will be free of gum, dust, fingerprints, water stains, smudges and other soil.

2) Mirrors should be free of streaks, smudges, water spots, dust and smudges.

3) Walls, stall partitions, doors and door hardware will be free of dirt, dust, hand marks, smudges, water streaks, mop marks, and mould.

4) Floors will be free of dirt and dust, gum, grease, marks, rubbish, water, and mop stains.

**Note:** Particular attention should be given to corners and the area under the urinal, behind toilet pans and under hand basins.

**6. Wall Cleaning**

**A. Wall Spot Cleaning**

1) Walls to standing height will be free of dirt, dust, marks, streaks, and mop residue.

2) Where spot cleaning creates obvious clean patches, blend into surrounding area as best as possible.

**B. Wall Washing**

1) There will be no streaks or spots remaining on walls.

2) There will be no smudges, spots at point where cleaning of the lower and upper halves of the wall overlaps.

3) Water spilled on the floor will be mopped up properly.
4) Wall will be uniformly clean all over.
5) Woodwork on doors, windows, and mouldings will be clean.
6) All furniture, pictures, and other furnishings moved during the wall washing operation will be returned to their original position.

7. **Hard Floor Cleaning**

   **A. Floor Mopping**
   1) Cleaning solutions, where used, will have been mixed thoroughly and in the proportions specified.
   2) Display cautionary signs around the area to advise building occupants of wet and/or slippery floor conditions.
   3) The space to be mopped will have been properly prepared for the mopping operation by sweeping the floor area as necessary and otherwise cleaning of visible debris.
   4) The mopping work will have been performed in such manner as to properly clean the floor surface; care is to be taken to see that the correct type and mixture of cleaning solution, if required, has been used.
   5) All mopped areas will be clean and free from dirt, streaks, mop marks, and strands, etc.; properly rinsed, if required, and dry mopped for an overall appearance of cleanliness.
   6) Walls, skirting boards, and other surfaces will be free of watermarks, scars, or marks form the cleaning equipment striking the surfaces and splashes from the cleaning solution and rinse water.
   7) Care will have been taken throughout the mopping operation to prevent liquids from coming into contact with electric outlets located in the floor areas or skirting boards.

   **B. Floor Scrubbing and Polishing**
   1) The machine and other equipment will be checked and readied for work in a careful and thorough manner.
   2) Cleaning solutions will be mixed thoroughly and in proportions specified without undue spillage of either solution or rinse water.
   3) Only authorized personnel having sufficient instructions as to its proper and efficient operation will operate the mechanized equipment.
   4) The scrubbing machine will be started and operated in a safe and reasonable manner.
   5) Care of the mechanical equipment will be exercised at all times during its operation to avoid damage to personnel, the building, and equipment.
   6) Display cautionary signs around the area to inform the building occupants of wet and/or slippery conditions during the scrubbing operation.
   7) The scrubbing work will be performed in such manner as to properly clean the floor surface with care taken to see that the proper cleaning solution is used.
   8) All areas, including areas inaccessible to the machine and which are cleaned by means of hand scrubbing, will be clean and free of dirt, water streaks, and mop marks; properly rinsed and dry mopped to present an overall appearance of cleanliness.
   9) Walls, skirting boards, and other surfaces will be free of watermarks, scars from the cleaning equipment striking the surfaces and splashing from the scrubbing solution.
   10) Prior to final polishing and buffing, the floor area will be free of dirt, dissolved wax, cleaning scrubbing solution residue, streaks; mop strands, and otherwise be thoroughly cleaned.
   11) Walls, skirting boards, furniture bases, and other surfaces will be free of watermarks, marks from the cleaning equipment, and splashing from the cleaning solutions.
   12) The surface polished will have the proper polish applied.
   13) The polish will be applied thinly, uniformly, and evenly in such a manner as to avoid skipping of areas, and allowed to properly dry before being polished.
   14) The polished area will be free of streaks, mop strand marks, skipped areas, and other evidence of improper polishing.
   15) The polish shall have dried to the touch before being buffed.
   16) Skirting boards, furniture, and equipment will not be damaged during the buffing work.
   17) The finished area will be polished to an acceptable, uniform shine, and free of extreme highlights form the brushes of the machine.
18) All moved items of furniture and office equipment will be returned to their original positions.

8. Waste Disposal
   A. Rubbish Collection, Removal and Disposal
      1) Bagged rubbish will be deposited in approved location for waste transfer.
      2) Recyclable and non recyclable rubbish will be separated and placed into the designated bins within the transfer station.
      3) All unused waste collection bags will be returned to the proper storage location.
      4) Any rubbish spilled during the collection process will have been cleaned up.

9. Window and Blind Cleaning
   A. Internal Surfaces
      1) The entire glass surface will be free of dust, dirt streaks, and smudges.
      2) Window frames and sills will be free of dust, dirt and marks.
      3) Blinds (venetian and vertical) shall be free of dust and stains, including the overhead track.
   B. External Surfaces
      1) The entire glass surface will be free of dust, dirt, streaks, bird and animal droppings, and tree sap/residue.
      2) Window frames and sills will be free of dust, dirt and marks, bird and animal droppings, and tree sap/residue.
      3) Windows will be properly squeegeed after washing to remove all water and residue.

Materials
   Generally:
   Use disinfectants and cleaning agents of the quality as intended for such purpose and follow the written instructions of the manufacturer. For offices and general areas use domestic quality agents, and for laboratories, cafeterias, hospitals and toilets and public areas use hospital quality disinfecting agents.
   The Contractor shall only use ‘best quality’ chemicals and materials. The Ordering Officer shall if he deems that the chemicals or materials being used by the contractor are of inferior quality and/or are not suitable for the intended purpose, instruct the Contractor to use another acceptable brand or type.
   Toilet Consumables:
   Replenish as required toilet paper rolls, paper hand towel, liquid soap, and urinal deodorant blocks. Deodorant blocks shall only be used in urinals if specifically approved by the Contract Manager.
   Abrasives:
   Care shall be taken when selecting and using abrasive agents and materials to ensure that they are suitable for the type of surfaces on which they are to be used, so as to prevent damage to the surface finish.
   Computer and Television Screens:
   Use only approved agents and non abrasive cloths for the cleaning of computer and TV screens.
   Steel Wool:
   Use only stainless steel wool of the appropriate abrasive grade for the task and type of surface.
   Cloths:
   Use suitable lint free cloths for wiping and polishing.

Solvents:
   Follow safety precautions as advised by the manufacturer and do not use solvents that are detrimental to the finishes.
   Carpet Cleaning:
   Clean carpet with a commercial cleaning agent suitable for the carpet type and use in accordance with the manufacturer's instructions.
Cleaning Systems (Products, Process and Procedure)

Products Storage and Dispensing

1. All the chemicals are to be stored in designated storage racks.
2. Dispensing of the chemicals are to be automatic and not manual.
3. All products to be properly labeled.
4. Mops are to be kept in mop hangers with mop hand down for wet mops and mop heads up for dry mops.
5. Proper drain tray to be placed below the mop hanger.
6. Moping/ scrubbing pads, in usage have to be hung in pad hangers.
7. Store room should be kept neat and dry any given point of time.
8. All machines are to be arranged in a row to the convenience of drawing and parking.

Dos and don'ts for the Equipments

Dos.

1. All the equipments are to be checked and cleaned before and after the use by the user himself.
   Use genocidal cleaner to clean all the washable tools.
2. Dry mops are to be brushed with hard brush every dry after the use before storage. It has to be shaken out and vacuumed for the dust settled every day before the use.
3. Wet mops are to be washed with detergent every day after the use and wrung well before you hand it. Weekly bleaching in recommended for the retaining the appearance of the mop refills.
4. All machines to be dusted and wiped clean every day.
5. Check for the oil leakage (if applicable) and loose spare part before use every day.
6. Report burning smell, electric shock, sparks, drop in performance compared to earlier etc, while usage to your supervisor.
7. Keep your work area well lit.
8. Disconnect the machine when not in use or when changing accessoires.
9. Keep the machine away from heat, oil and sharp edges.
10. Use extension wires where ever it is required.

Don'ts

1. Never over work the machines.
2. Never operate beyond the capacity or normal speed.
3. Never unplug the power chord by pulling the wire.
4. Never expose power tools to rain and wet areas.
### Annexure-C

**SLAs/KPIs and Performance Scoring Matrix for Cleaning and Support Services in icddr,b**

**Client:** icddr,b  
**Contractor:** To be Selected

<table>
<thead>
<tr>
<th>Ref:</th>
<th>Indicator:</th>
<th>Performance Target/Service Level</th>
<th>Expected Performance Level &amp; Indicator</th>
<th>Contractor's Performance Check/Monitoring Method and Frequency</th>
<th>Post Performance Check/Monitoring Method and Frequency</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>KPI-1</td>
<td>Operating Procedures</td>
<td>Availability of staff all days of the year. No staff should be found absent or missing from their post. Due to the nature of work it is absolutely essential that at any given time all areas are optimally manned.</td>
<td>Not a single instance</td>
<td>Monitored by Daily Attendance Report /Register</td>
<td>Checked by icddr,b General Service Unit daily</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Service Quality &amp; Inspection</td>
<td>Perform regular inspection and audit by location and/or department identifying if a particular location or department needs improvement</td>
<td>100%</td>
<td>Report improvement to Contract Manager</td>
<td>To check by client regularly</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Client Satisfaction and Responsiveness</td>
<td>Perform client surveys; fulfilling the client requests submitted vs. completed; compliments received from the client, complaints and their disposition</td>
<td>90%</td>
<td>Report improvement to Contract Manager</td>
<td>To check by client regularly</td>
<td></td>
</tr>
</tbody>
</table>
| KPI-2 | Personal Related              | Medical Details would be furnished upon request.  
- Eye Sight Test (including colour recognition)  
- No physical disability that might jeopardize routine operation.  
- No psychological problem. | 100%                                  | Regular Medical Tests undertaken          | To checked by client in every month                     |       |
<p>|       | Attire and Appearance         | All staff will be attired as per company rules. Service provider will provide two (2) sets of uniform per year to their staff and personal protective equipment, as required | 100%                                  | To monitor by Supervisor on duty                  | To check by the client in every month                 |       |</p>
<table>
<thead>
<tr>
<th>Indicator: Regular refresh Training</th>
<th>Performance Target/Service Level</th>
<th>Ref:</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractor's Performance Check/Monitoring Method and Frequency</td>
<td>Contractor Manager is required to ensure appropriate training materials and reports are used.</td>
<td>KPI-4</td>
<td>80%</td>
</tr>
<tr>
<td>Expected Performance Level &amp; Indicator</td>
<td>Performance Target/Service Level</td>
<td>Ref:</td>
<td>Score</td>
</tr>
<tr>
<td>Contractor Manager is required to ensure verbal incident report is immediately recorded in writing and within short time as applicable.</td>
<td>Checked and recognized the incident report with due course of action.</td>
<td>KPI-5</td>
<td>100%</td>
</tr>
</tbody>
</table>

Legend:
- KPI-4: Key Performance Indicator 4
- KPI-5: Key Performance Indicator 5
<table>
<thead>
<tr>
<th>Ref:</th>
<th>Indicator:</th>
<th>Performance Target/Service Level</th>
<th>Expected Performance Level &amp; Indicator</th>
<th>Contractor's Performance Check/Monitoring Method and Frequency</th>
<th>Post Performance Check/Monitoring Method and Frequency</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>KPI-6</td>
<td>Meeting &amp; Performance Feedback</td>
<td>The contractor will hold monthly formal meetings with icddr,b management to review performance and address outstanding issues. The meeting can be held more frequently if required.</td>
<td>100%</td>
<td>Contract Manager is to ensure meeting minutes with action points.</td>
<td>To check &amp; follow up by client</td>
<td></td>
</tr>
<tr>
<td>KPI-7</td>
<td>Registers &amp; Record Keeping</td>
<td>Registers will include: * Contractors visiting book - details of routine and surprise checks by the contractor * Cleaning and Support staff duty roster * Cleaning and Support staff Attendance book * Incident Report book * Equipment Fault book Any other register introduced by the client as needed.</td>
<td>100%</td>
<td>Inspected and signed off daily by Contract Manager</td>
<td>Inspected and signed off daily/weekly by CM</td>
<td></td>
</tr>
<tr>
<td>KPI-8</td>
<td>Emergency Response Team</td>
<td>There must be a team headed by a responsible Official to quickly response to client's emergency. Also maintain directory of emergency and useful telephone numbers</td>
<td>100%</td>
<td>CM is to ensure timely compliance of it as this is absolutely necessary to facilitate the safety of the employees</td>
<td>Monitored by client at the time of emergency</td>
<td></td>
</tr>
<tr>
<td>KPI-9</td>
<td>Fire Training and Drill to Employees</td>
<td>Effective assistance provided during fire training, emergency situation and/or test drills, including fire, and other incidents.</td>
<td>90%</td>
<td>Contract Manager to report on effectiveness to SM</td>
<td>Manager, GSU to discuss effectiveness of assistance and any failings with CM</td>
<td></td>
</tr>
<tr>
<td>KPI-10</td>
<td>Staff payment</td>
<td>Staff paid by the company regularly. To submit clean and tax compliant invoice monthly showing the value of the Services completed during the month</td>
<td>100%</td>
<td>Contract Manager to provide details of payment of staff to client</td>
<td>GSU to check monthly that the payment is made as per agreement</td>
<td></td>
</tr>
<tr>
<td><strong>Scoring Matrix</strong></td>
<td><strong>EXCELLENT:</strong> The Contractor is performing excellently and fully meeting the required service Levels</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------</td>
<td>--------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td><strong>SATISFACTORY:</strong> The Contractor has failed to meet the expected performance target during the current period. Improvement measures have been put in place. <em>&quot;There is no impact on service delivery&quot; Or &quot;There is a significant impact on service delivery&quot;</em>. <strong>Explanation:</strong> This would allow a score to be raised directly from 1 (excellent) to 3 (some concerns)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td><strong>SOME CONCERNS:</strong> The Contractor has failed to meet the expected performance target during the current and previous periods. Improvement measures to rectify this have not been effective. <em>&quot;This has impacted on service delivery&quot;</em>. <strong>Explanation:</strong> This would allow a score to be raised directly from 1 (excellent) to 3 (some concerns). Otherwise a score rises to the next level as described in the scoring matrix. From 2 to 3: From 3 to 4: When the contractor has failed to meet the expected performance target during the last three periods.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td><strong>CONCERNS:</strong> The Contractor has failed to meet the expected performance target during the last three periods and has been given a last chance to reach the required performance level before escalation.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td><strong>SERIOUS CONCERNS:</strong> Unsatisfactory Performance. Escalation procedure invoked and Contract Termination under consideration.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**INSTRUCTIONS** - Use the Scoring Matrix to determine the actual score against each KPI. Insert this figure into the score box. The box will colour appropriately.

Checks against KPIs will be completed monthly by the Manager, GSU and Contractor's Representative and submitted to icddr,b GSU. Frequency of checks may be of any duration depending on need of icddr,b.
FINANCIAL PROPOSAL

RFP TITLE: Cleaning and Support Services for a Period of 24 Months
RFP NUMBER: icddr,b/SCM/OTM/2022/15 Date: 16 September 2022
PRE BID MEETING: 22 September 2022 at 11:30 am, Level 4, Chiller
CLOSING: 3:00PM on 10 October 2022
(Late Tenders Will Not Be Accepted)

LODGEMENT OF TENDERS TO:

By Hand in Tender Box:
Director, Supply Chain Management
icddr,b
Ground Floor Chiller Building
68 Shaheed Tajuddin Ahmed Sarani,
Mohokhali, Dhaka 1212
Financial Proposal (SCHEDULE OF RATES)

The bidder shall complete Schedule of Rates applicable to the service(s) for which they are submitting a tender;

General Notes:

a) The tendered rates, total costs and grand total amount shall form part of the contract.
b) All prices entered shall be in whole Taka only.
c) Prices shall include all applicable VAT, taxes and all govt. charges
d) Estimated quantities are for tender assessment purposes only but the bidder should visit the site to understand the requirements.
e) Insert a Grand Total at the bottom of the schedule by calculating the sum of all amounts in the Total Cost Amount column.

Guideline for Calculation:

1. Inserting a "Rate" in the columns marked Rates for the category of staff described in the column marked Description.
2. Multiply the Sum of B, C, D, E by the quantity shown in the Estimated Quantity (A) column and add services charge (G), VAT (H), Tax (I) and then enter the result in the Total Amount Per Month (J) column.
3. Insert a Grand Total at the bottom of the schedule by calculating the sum of all amounts shown in the Total Amount Column (J) and add Tools and Equipment (as stated in Annexure-A: Part 1 & 1A)

Note:

N.B.- 1. Take Home Salary: Includes basic pay, house rent, medical allowance, conveyance etc.
2. Festival Bonus: Two festival bonuses are paid annually, each bonus should not be less than half of take home salary per month
3. Medical benefit must be available for all staff. Please provide supporting document.
4. Cost Breakdown of Service Charge (g) should be provided in a separate sheet clearly mentioning individual item unit price & quantity.
5. Leave pay: This should be based on current labour law.
## Financial Proposal (SCHEDULE OF RATES)

For Cleaning Services (Financial Breakdown for each item is required for tender evaluation)

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description of Staff</th>
<th>Estimated Quantity</th>
<th>Monthly Take-home Salary for 8 hours (A)</th>
<th>Leave Payment (B)</th>
<th>Uniform Cost (C)</th>
<th>Festival Bonus (D)</th>
<th>Cost per month ( F = (B+C+D+E) \times \frac{A}{24} ) (E)</th>
<th>Service Charge (G)</th>
<th>VAT (H)</th>
<th>Tax (I)</th>
<th>Total Amount per month J = (F+G+H+I)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Site In-Charge</td>
<td>1</td>
<td>(To be provided by the Service provider free of cost to smoothly manage their services)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Supervisor</td>
<td>11</td>
<td>14,973</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Hospital Cleaner</td>
<td>108</td>
<td>10,366</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>General Cleaner</td>
<td>86</td>
<td>9,790</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Gardener</td>
<td>4</td>
<td>10,942</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Tools and Equipment (as stated in Annex-A: Part 1 &amp; 1A)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Lot</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>209</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Support Services (Financial Breakdown for each item is required for tender evaluation)

<table>
<thead>
<tr>
<th>Sl. No</th>
<th>Description of Staff</th>
<th>Estimated Quantity</th>
<th>Monthly Take-home Salary for 8 hours (A)</th>
<th>Leave Payment (B)</th>
<th>Uniform Cost (C)</th>
<th>Festival Bonus (D)</th>
<th>Cost per month ( F = (B+C+D+E) \times \frac{A}{24} ) (E)</th>
<th>Service Charge (G)</th>
<th>VAT (H)</th>
<th>Tax (I)</th>
<th>Total Amount per month J = (F+G+H+I)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Office Support (including field sites)</td>
<td>69</td>
<td>10,942</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Hospital Support</td>
<td>32</td>
<td>10,942</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Cafeteria Support</td>
<td>24</td>
<td>10,942</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Laboratory Support</td>
<td>4</td>
<td>10,942</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>129</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Bidder: 

Name of Bidder: 

[Stamp] 

[Signature]

[Supply Chain]
Annexure A

Part A: Dhaka Cleaning Service Tools and Equipment Requirements (Estimated)

(Mohakhali Hospital, Mohakhali Cafeteria, Mohakhali Office Cleaning, Teknaf Hospital, & Field Sites)

Note: All tools and equipment required in the performance of cleaning services shall be supplied to icddr,b on a monthly hire basis, whereby the Contractor shall retain ownership of all items, and be responsible for the maintenance, repairs and replacement of items as and when required. Use only equipment suited for the particular task and in sound condition. Do not use worn equipment that may cause damage to the surfaces being cleaned or which may pose a hazard to safety of the user or others. The Contractor will carry out regular inspections of all equipment to ensure it is safe to use and in good working condition. All unsafe or poor condition equipment shall be immediately removed from use and replaced. However, the Contractor must supply additional tools and equipments for rendering and fulfilling the cleaning and garden maintenance services if required.

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Item Description</th>
<th>Origin</th>
<th>Brand / Model</th>
<th>UOM</th>
<th>Quantity</th>
<th>Rate Per Unit (Tk.)</th>
<th>Amount (Tk.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Multipurpose Electric Floor Scrubbing/Brushing Machine (175 RPM &amp; 20' dia)</td>
<td>China</td>
<td>Hao Tian/ Equivalent</td>
<td>Each</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Vacuum Machine-20 litre (stainless still)</td>
<td>China</td>
<td>Chaobao/ Equivalent</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Wringer bucket (Model-B-D43 &amp; 60 litre, double chamber)</td>
<td>China</td>
<td>Chaobao/ Equivalent</td>
<td>Each</td>
<td>85</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Floor Squeeze (C-030)</td>
<td>China</td>
<td>Hao-Tian/ Chaobao/ Equivalent</td>
<td>Each</td>
<td>70</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Glass Squeeze (C-066)</td>
<td>China</td>
<td>Hao-Tian/ Chaobao/ Equivalent</td>
<td>Each</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Trolley dustbin (B-003A) 120 Ltr. Foot-pedal side-wheel Garbage Bin</td>
<td>Local</td>
<td>Best quality</td>
<td>Each</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Air blower item no. hp 900 air flow rate 160</td>
<td>China</td>
<td>Hao-Tian/ Equivalent</td>
<td>Each</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Plastic Waste Drum 120 Ltr.</td>
<td>Local</td>
<td>RFL/Gazi</td>
<td>Each</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Garden water hose (3/4&quot; dia)</td>
<td>Local</td>
<td>RFL</td>
<td>Feet</td>
<td>1000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>S. No.</td>
<td>Item Description</td>
<td>Source</td>
<td>Quality Available</td>
<td>Unit</td>
<td>Quantity</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------</td>
<td>----------------------------------------</td>
<td>----------------</td>
<td>-------------------</td>
<td>-------</td>
<td>----------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Hedge Trimmer (best quality available)</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Gum boot (Best quality available)</td>
<td>Local</td>
<td>HPI/ Equivalent</td>
<td>Pair</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Rain coat</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Safety belt</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>23</td>
<td>Safety helmet</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24</td>
<td>Water hosepipe Hospital (3/4&quot; dia)</td>
<td>Local</td>
<td>RFL</td>
<td>RFT</td>
<td>600</td>
<td></td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Rubber gloves (chemical proof)</td>
<td>Local</td>
<td>Best quality available</td>
<td>Pairs</td>
<td>60</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Total Amount (Tk.)**
## Part B: Matlab Cleaning Service Tools and Equipment Requirements (Estimated)

(Matlab Hospital, Matlab Cafeteria, Matlab Office Cleaning)

<table>
<thead>
<tr>
<th>Item No.</th>
<th>Item Description</th>
<th>Origin</th>
<th>Brand / Model</th>
<th>UOM</th>
<th>Quantity</th>
<th>Rate Per Unit (Tk.)</th>
<th>Amount (Tk.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Multipurpose Electric Floor Scrubbing Machine (175 RPM &amp; 20&quot; dia)</td>
<td>China</td>
<td>Hao Tian</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Vacuum Machine-20 Ltr. (stainless still)</td>
<td>China</td>
<td>Chaobao</td>
<td>Each</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Wring bucket (Model-B-043 &amp; 60 litre, double chamber)</td>
<td>China</td>
<td>Chaobao</td>
<td>Each</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Floor Squeeze set (C-030)</td>
<td>China</td>
<td>Chaobao/ Hao-Tian</td>
<td>Each</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Glass Squeeze set (C-066)</td>
<td>China</td>
<td>Chaobao/ Hao-Tian</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Lamson for glass cleaning</td>
<td>Local</td>
<td>Best quality</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Trolley dustbin (B-003A) 120 Ltr. Foot-pedal side-wheel Garbage Bin</td>
<td>China</td>
<td>Hao-Tian</td>
<td>Each</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Air blower item no. hp 900 air flow rate 160</td>
<td>China</td>
<td>Hao-Tian/ Equivalent</td>
<td>Each</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Cautionary sign (B-134-M)</td>
<td>China</td>
<td>Hao-Tian/ Equivalent</td>
<td>Each</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>Scraper</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Aluminium Ladder (6 steps)</td>
<td>Taiwan</td>
<td>Best quality available</td>
<td>Each</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Spade (standard size)</td>
<td>Local</td>
<td>Best quality available</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Shavol (4' long &amp; 1.5' dia)</td>
<td>Local</td>
<td>Best quality available</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14</td>
<td>Tree lopper</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Hedge trimmers</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Pruning saw</td>
<td>China</td>
<td>Best quality available</td>
<td>Each</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>Rubber gloves (chemical proof)</td>
<td>Local</td>
<td>Best quality available</td>
<td>Pairs</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Water Hosepipe (3/4&quot; dia &amp; water)</td>
<td>Local</td>
<td>RFL</td>
<td>rft</td>
<td>200</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Gum boot</td>
<td>Local</td>
<td>HPI/ Equivalent</td>
<td>6 pairs</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Rain coat</td>
<td>China</td>
<td>Best quality available</td>
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</tr>
<tr>
<td>21</td>
<td>Safety belt</td>
<td>China</td>
<td>Best quality available</td>
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<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Safety helmet</td>
<td>China</td>
<td>Best quality available</td>
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</table>

**Total Amount (Tk.):**

### Summary of amount for tools for all locations

<table>
<thead>
<tr>
<th>Item</th>
<th>Currency</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part A</td>
<td>BDT</td>
<td></td>
</tr>
<tr>
<td>Part B</td>
<td>BDT</td>
<td></td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>