

Annex 1 of Bid Document - Service Requirement

1. INTRODUCTION

SME Hub is a commercial complex with affordable kiosks for SMEs to sell their products and services. A Café, plant counter and bookstore on the ground floor, various food kiosks in the first floor and retail kiosks, salon, cinema, gaming area, kids play area, office space on the second floor.

BCC is seeking an interested party to provide cleaning and janitorial services at the Hub under a one-year maintenance contract.

2. DETAILS OF SERVICES

The successful contractor shall provide the following services at the Hub.

2.1 On Duty Employee

- a) At least One Employee of the successful party shall always be stationed at the Hub at all times that the Hub is operational.
- b) For clarification the official opening hours of the Hub are Saturday – Thursday from 07:30 am to 23:30 pm and on Fridays from 14:00 pm to 23:30 pm.
- c) The said Employee shall provide cleaning, and janitorial services including fixing minor maintenance issues and carrying light equipment and consumables between floors.
- d) The Employee will assist the Hub staff in guiding and providing services to the customers.

2.2 Daily Cleaning Tasks

- a) Sweeping and mopping all floors at the end of operations.
- b) Wiping clean all tables, chairs, shelves, counters, countertops, cabinets, and equipment.
- c) Emptying all dustbins and taking the trash out to designated location.
- d) Wiping all glass windows from the inside.
- e) Dusting escalators and sweeping stairs landing.
- f) Dusting workstations and cleaning tabletops.
- g) Dusting bookshelves and plant counters.
- h) Cleaning all bathrooms, wiping clean mirrors, and spraying air fresheners.

2.3 Weekly Cleaning Task

- a) Dusting Ceiling Fixtures, AC's and Lights
- b) Removing all cobwebs and accumulated dust in ceilings.
- c) Polishing of all furniture items, glass cabinets and equipment
- d) Washing outside glass window including ground floor portico area.
- e) Cleaning glass windows in first and ground floor
- f) Cleaning AC Filters.

- g) Vacuum Cleaning entrance rugs, carpets, and escalator stairs.
- h) Vacuum Cleaning Plant Counter, Bookshelves, Cinema area and Plant Boxes.

3. STANDARDS OF REQUIREMENT

- 3.1 The on-duty Employees at the Hub, and the cleaning Employees must be well groomed, dress appropriately and maintain adequate personal hygiene required for a public customer service environment.
- 3.2 The Employees must possess the etiquette and mannerism required to serve in a public customer service environment.
- 3.3 All chemicals, solutions, equipment, and machinery required to carry out the cleaning must be provided at the Contractor's own cost.
- 3.4 All chemicals and other solutions used for cleaning must be safe for use at such an establishment and must meet all regulatory requirements of the Maldives.
- 3.5 All cleaning tools and equipment such as wash clothes, mops and brushes must be kept clean and hygienic.

4. DURATION OF THE SERVICES

- 4.1 The services under this engagement shall be delivered for a period of 1 (One) Calendar Year.

5. PAYMENT

- 5.1 Payment for this engagement shall be paid in monthly instalments up to 12 (twelve) monthly installments to complete the 01 (one) year contract.
- 5.2 Upon completion of services for each month, the Contractor shall submit to BCC an invoice along with a service delivery sheet which shall be maintained by the Contractor.
- 5.3 The service delivery sheet shall be signed by the Employee of the Contractor and the supervising representative of the BCC.
- 5.4 The full proposed price for each month shall be paid to the Contractor subject to service delivery on all days the Hub is operational during the month.
- 5.5 The BCC shall reserve the right to deduct the pro-rated payment for the days on which services are not received.