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## **Annex 1 of Bid Document - Service Requirement**

### **1. INTRODUCTION**

Business Center Corporation is seeking to retain the services of a local contractor to provide Logistical, Minor Repair and Maintenance-related services to the Corporation for a one-year period.

### **2. DETAILS OF SERVICES**

The successful contractor shall provide the following services.

#### **2.1 Logistical Services**

- a) The successful contractor shall deploy laborers, as and when required for carriage and logistical services. These services shall include but are not limited to.
- Carriage of stock, furniture, and other items between the office locations, business outlets and storage facilities of the BCC.
  - Collection of goods from shops and business outlets as may be required by the Procurement Division of the BCC.
  - Carriage of stock, furniture, and other items to harbor/boats to be dispatched to various regional offices operated by the BCC.
  - Carriage, setting up and dismantling of event related items such as tents, tables and chairs for various events organized by the BCC.

#### **2.2 Minor Repair and Maintenance Works**

- a) The successful contractor shall deploy skilled workers (carpenters, electricians, masons etc) where required to carry out minor repairs as required by the BCC. Such repairs include but are not limited to.
- Fixing of drainage and plumbing related issues such as clearing of blocked toilets/drains and replacement of damaged fitting.
  - Finding and fixing electrical faults at all offices and outlets of the BCC.
  - Installation of new electrical wires, sockets, switches at all offices, outlets, and event venues of the BCC.
  - Fixing doors, door closes, hinges and locks and repairing any damage at all offices and outlets of the BCC.
  - Painting walls, doors, partitions, and any other areas as may be required, at all offices and outlets of the BCC.
  - Assembling and fixing damage to tables, chairs, drawers, filing cabinets and other furniture.
  - Any other minor repair/maintenance work required by the BCC.
  - Disposal of any waste/refuse items that are generated during the maintenance and repair works.

### **2.3 External Façade Cleaning**

- a. The successful contractor shall as part of the contract arrange to have the external façade of M. Kaneeruvilla, where the head office of the Business Center Corporation is located, cleaned once every two months using own tools and equipment.
- b. This includes the front and side façade of the ground floor and first floor of M. Kaneeruvilla only.
- c. The contractor shall provide the following services when cleaning the façade:
  - Pressure washing the entire façade.
  - Window cleaning.
  - Removal of dirt, grime, and debris.
  - Surface treatment as necessary for the removal of stains.
- d. The work shall be carried out after securing any necessary permits from Government authorities with proper safety measures.
- e. The BCC shall facilitate the necessary permits and approvals required to clean the facade, and the Contractor shall bear all fees payable for the said permits and approvals.

### **3. SERVICE PARTICULARS**

- 3.1 All charges for hiring or carriage vehicles will be borne by the BCC.
- 3.2 All materials required to carry out repair and maintenance will be provided by the BCC.
- 3.3 All cleaning materials for external façade cleaning must be provided by the Contractor.
- 3.4 The Contractor must provide all tools and equipment required for all services.
- 3.5 The number of laborers required for logistical services will be decided by the BCC and shall not be contested by the Contractor. The BCC warrants that this number shall not exceed 10 (ten) for any given task and the Contractor warrants to provide the same upon request.
- 3.6 The Contractor will be required to send laborers/workers to attend to work tasks within a maximum of 30 (Thirty) minutes of being notified.

### **4. STANDARDS OF REQUIREMENT**

- 4.1 All expatriate employees of the Contractor must be properly documented and registered to the Contractor. All employees must always carry their work permit for verification.
- 4.2 The Contractor must ensure that the workers sent to carry out repair and maintenance work have the required skills, licenses, and certificate (where applicable) and proper equipment to safely and effectively complete tasks.
- 4.3 All employees of the Contractor must be well groomed, dress appropriately and maintain adequate personal hygiene.

4.4 The Contractor is required to adhere to all established health and safety standards as well as industry best practices throughout the duration of executing services outlined. This includes the implementation of comprehensive safety protocols and the provision of appropriate safety equipment and training to workers. The BCC emphasizes that it assumes no responsibility for any injuries or damages incurred by laborers while engaged in the execution of services under this contract. This stipulation underscores the importance of the Contractor assuming full accountability for ensuring a safe working environment and mitigating any potential hazards or risks associated with the contracted services.

## **5. DURATION OF THE SERVICES**

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

## **6. PAYMENT**

- 6.1 Payment for this engagement shall be paid in monthly instalments up to 12 (twelve) monthly installments to complete the 01 (one) year contract.
- 6.2 Upon completion of services for each month, the Contractor shall submit an invoice.
- 6.3 The full proposed price for each month shall be paid to the Contractor subject to service delivery on all days the contractor was required to provide the services during the month.
- 6.4 The BCC shall reserve the right to deduct the pro-rated payment for the days on which services are not received.