

**SERVICE REQUIREMENT
MAINTENANCE, LOGISTICS AND JANITORIAL SERVICE FOR ONE YEAR**

1- INTRODUCTION

Business Center Corporation Limited (“BCC”) is seeking to retain the services of an eligible local contractor to provide maintenance support, logistical labor services, and janitorial services to the Corporation for a period of one (1) calendar year.

The purpose of this engagement is to ensure that BCC’s offices, business outlets, storage facilities, event venues, and other designated premises are maintained in a clean, safe, functional, and operational condition at all times. The Contractor shall be required to provide reliable manpower, skilled workers, supervision, tools, and service coordination in accordance with the requirements specified herein.

2- DETAILS OF SERVICES

The successful Contractor shall provide the following services as and when required by BCC.

PART 1 – MAINTENANCE SERVICES

1.1 Logistical and Carriage Services

- 1.1.1 The successful Contractor shall deploy laborers, as and when required by BCC, to carry out carriage, loading, unloading, movement, arrangement, and other logistical support services.
- 1.1.2 Such services shall include, but shall not be limited to, the following:
 - 1.1.2.1 Carriage, loading, unloading, and movement of stock, furniture, office equipment, fixtures, files, and other items between BCC office locations;
 - 1.1.2.2 Carriage of stock, furniture, equipment, and other items to and from BCC storage facilities;
 - 1.1.2.3 Carriage of stock, furniture, display items, and other materials to shops, business centers, kiosks, and other business outlets operated by BCC;
 - 1.1.2.4 Collection of goods, materials, and items from suppliers, shops, business outlets, or other locations as may be required by BCC;
 - 1.1.2.5 Carriage and loading of stock, furniture, and other items to harbors, boats, cargo vessels, or other transport points for dispatch to BCC’s regional offices, business centers, or outlets;
 - 1.1.2.6 Assistance in receiving, arranging, stacking, and organizing goods or materials at designated BCC locations;
 - 1.1.2.7 Carriage, setting up, arrangement, dismantling, and removal of event-related items, including tents, tables, chairs, counters, banners, display racks, and other materials for events organized or supported by BCC;
 - 1.1.2.8 Rearrangement of office furniture, workstations, cabinets, meeting room furniture, and other fixtures within BCC premises;
 - 1.1.2.9 Shifting or relocation support during office renovation, outlet setup, storage reorganization, or event preparation;
 - 1.1.2.10 Safe handling of fragile, sensitive, or valuable items as instructed by BCC; and
 - 1.1.2.11 Any other logistical, carriage, or labor support service reasonably required by BCC.
- 1.1.3 The Contractor shall ensure that sufficient manpower is deployed for each task based on the requirement communicated by BCC. All workers deployed for logistical services shall exercise due care to prevent damage to BCC property, third-party property, or goods under BCC’s custody.

1.2 Minor Repair and Maintenance Works

- 1.2.1 The successful Contractor shall deploy skilled and competent workers, including electricians, plumbers, carpenters, masons, painters, handymen, and other relevant workers, as may be required to carry out minor repair and maintenance works for BCC.
- 1.2.2 Such works shall include, but shall not be limited to, the following:
 - 1.2.2.1 Attending to drainage and plumbing-related issues, including clearing blocked toilets, drains, sinks, and pipes;
 - 1.2.2.2 Repairing or replacing damaged plumbing fittings, taps, valves, pipes, hoses, flush tanks, wash basins, and related fixtures;
 - 1.2.2.3 Identifying and rectifying minor electrical faults at BCC offices, outlets, storage areas, and event venues;
 - 1.2.2.4 Installing, replacing, or relocating electrical wiring, sockets, switches, lights, bulbs, fittings, power points, and related electrical fixtures, where required;
 - 1.2.2.5 Repairing or replacing doors, door closers, hinges, handles, locks, stoppers, and related fittings;
 - 1.2.2.6 Carrying out minor carpentry works, including repairs to tables, chairs, counters, drawers, cabinets, shelves, cupboards, display racks, and other furniture;
 - 1.2.2.7 Assembling, dismantling, fixing, or adjusting office furniture, counters, shelves, cabinets, and other fixtures;
 - 1.2.2.8 Carrying out minor masonry, plastering, tile fixing, wall patching, sealing, and similar repair works;
 - 1.2.2.9 Painting walls, doors, partitions, cabinets, counters, furniture, and other areas or fixtures as may be required by BCC;
 - 1.2.2.10 Rectifying minor defects in office spaces, outlets, kiosks, storage areas, and event venues;
 - 1.2.2.11 Assisting in minor setup works for BCC outlets, temporary stalls, pop-up kiosks, and event spaces;
 - 1.2.2.12 Inspecting reported defects and advising BCC on the nature of repair required;
 - 1.2.2.13 Assisting BCC in identifying materials required for repair and maintenance works; and
 - 1.2.2.14 Any other minor repair, maintenance, or handyman work reasonably required by BCC.
- 1.2.3 For the avoidance of doubt, this scope covers minor repair and maintenance works only. Major structural works, high-risk electrical works, specialized technical works, major renovation works and works requiring separate statutory approval or specialist certification shall not be carried out unless specifically approved by BCC through a separate arrangement.

PART 2 - JANITORIAL SERVICE

- 2.1 The successful Contractor shall assign at least one janitorial staff member during office hours to carry out cleaning and janitorial services at BCC's designated premises. The janitorial staff shall be required to maintain the premises in a clean, hygienic, orderly, and presentable condition throughout the working day.
- 2.2 For the purpose of janitorial services, the Contractor shall provide cleaning services only to the premises listed in Part 7 - List of Premises for Janitorial Services, unless otherwise instructed or agreed by BCC in writing. The list shall specify the location, approximate floor area, washrooms, pantry areas, and any other relevant details required for the Contractor to assess the cleaning requirement and submit an accurate financial proposal.
- 2.3 The janitorial service requirement shall be based on the premises listed in Part 7. However, BCC reserves the right to add, remove, or amend the listed premises during the contract period based on operational requirements. Where such changes materially affect the cleaning area, frequency, manpower

requirement, or cost of service, the parties may review the service arrangement in accordance with the terms of the contract and applicable procurement procedures.

2.4 For the avoidance of doubt, the list of premises in Part 7 shall apply only to janitorial services and shall not restrict or limit the Contractor's obligation to provide maintenance, repair, logistical, carriage, or labor support services to any BCC office, outlet, storage facility, event venue, temporary site, or other location as may be required by BCC.

2.5 The scope of janitorial services shall include, but shall not be limited to, the following:

2.5.1 Cleaning and disinfecting frequently touched surfaces, including door handles, switches, handrails, reception counters, cabinet handles, and similar areas;

2.5.1 Spot cleaning glass surfaces, glass doors, windows, partitions, mirrors, and other visible surfaces;

2.5.1 Immediately removing visible stains, spills, dirt, marks, or waste from floors, furniture, walls, doors, and other surfaces;

2.5.1 Sweeping, mopping, and deep cleaning floors using appropriate cleaning solutions and equipment;

2.5.1 Cleaning and disinfecting office furniture, including chairs, sofas, cabinets, desks, counters, and tables;

2.5.1 Wiping down the exterior surfaces of office equipment, including printers, telephones, photocopiers, scanners, and similar items;

2.5.1 Ensuring that meeting rooms, reception areas, and common areas are cleaned, arranged, and ready for use at all times;

2.5.1 Dusting workstations, shelves, cabinets, tabletops, ledges, display areas, and other office surfaces;

2.5.1 Emptying trash bins regularly and replacing bin liners as required;

2.5.1 Ensuring waste is collected, tied, and placed at the designated disposal area in accordance with BCC's instructions;

2.5.1 Cleaning and sanitizing washrooms, including toilets, urinals, wash basins, mirrors, floors, doors, walls, handles, and fixtures;

2.5.1 Replenishing washroom and pantry consumables, including soap, tissue paper, hand towels, air fresheners, and other approved items provided by BCC;

2.5.1 Cleaning pantry and kitchen areas, including countertops, sinks, cabinets, tables, and the exterior surfaces of appliances;

2.5.1 Washing, drying, and properly storing utensils used in pantry areas;

2.5.1 Ensuring that pantry areas remain clean, dry, and free from food waste, odor, and pests;

2.5.1 Vacuum cleaning carpets, rugs, and other fabric-covered floor areas;

2.5.1 Removing cobwebs from ceilings, corners, walls, windows, fixtures, and other areas within the premises;

2.5.1 Reporting damaged fittings, leakages, electrical issues, pest issues, or hygiene concerns to BCC immediately; and

2.5.1 Carrying out any other cleaning or janitorial task reasonably required for maintaining the cleanliness and hygiene of BCC premises.

2.5.2 The Contractor shall ensure that janitorial staff remain available during the agreed working hours and perform cleaning tasks proactively without waiting for repeated instructions.

3- SERVICE PARTICULARS

- 3.1 All charges relating to the hiring of vehicles or carriage vehicles required for approved logistical tasks shall be borne by BCC, unless otherwise agreed in writing.
- 3.2 All materials, spare parts, fixtures, fittings, paints, electrical items, plumbing items, consumables, and other materials required for repair and maintenance works shall be provided by BCC, unless otherwise agreed in writing.
- 3.3 The Contractor shall provide all necessary hand tools, basic equipment, safety equipment, and technical tools required to carry out repair, maintenance, and logistical works safely and effectively.
- 3.4 Cleaning consumables, cleaning chemicals, washcloths, mops, brushes, bin liners, tissue paper, soap, hand towels, air fresheners, and other janitorial supplies required for the premises listed in Part 7 shall be provided by BCC, unless otherwise agreed in writing.
- 3.5 The number of laborers required for each logistical task shall be determined by BCC based on the nature and volume of the work. The Contractor shall not contest the number requested by BCC, provided that the number of laborers shall not exceed ten (10) for any single task unless otherwise mutually agreed.
- 3.6 The Contractor shall deploy laborers, skilled workers, or maintenance workers to attend to requested tasks within a maximum of thirty (30) minutes from the time of notification by BCC.
- 3.7 Requests for services may be communicated by BCC through telephone, email, messaging application, written request, or any other method approved by BCC. The Contractor shall designate a focal point who shall be available to receive and coordinate such requests.
- 3.8 The Contractor shall maintain a monthly service record detailing the services provided, including dates, times, locations, type of work carried out, number of workers deployed, and confirmation of completion. Such records shall be submitted together with the monthly invoice.
- 3.9 The Contractor shall ensure continuity of service. If any assigned janitorial staff member, laborer, or skilled worker is absent, unavailable, or unsuitable, the Contractor shall immediately provide a suitable replacement without interruption to the service.
- 3.10 The Contractor shall be responsible for the conduct, discipline, supervision, and performance of all workers deployed under this engagement.
- 3.11 The Contractor shall ensure that all works are carried out with due care to avoid damage to BCC property, third-party property, equipment, furniture, stock, documents, or premises.
- 3.12 Any damage caused due to negligence, misconduct, improper handling, unsafe work practices, or poor workmanship by the Contractor's workers shall be rectified or compensated by the Contractor at its own cost.

4- STANDARDS OF REQUIREMENT

- 4.1 All employees deployed by the Contractor shall be legally employed, properly documented, and registered under the Contractor where applicable.
- 4.2 All expatriate employees of the Contractor must have valid work permits and other required documentation. Such employees shall carry valid identification and work permit documents for verification when required.
- 4.3 The Contractor shall ensure that workers deployed for repair and maintenance works possess the required skills, experience, licenses, permits, and certifications where applicable.
- 4.4 Electrical, plumbing, carpentry, masonry, painting, and other technical works shall be carried out only by competent workers with appropriate tools, knowledge, and safety practices.
- 4.5 All employees of the Contractor shall be well-groomed, appropriately dressed, and shall maintain proper personal hygiene while working at BCC premises.
- 4.6 The Contractor shall ensure that workers behave respectfully and professionally towards BCC employees, clients, customers, vendors, visitors, and members of the public.

- 4.7 Workers deployed by the Contractor shall comply with all instructions issued by BCC's authorized personnel while on BCC premises or while carrying out BCC-related tasks.
- 4.8 The Contractor shall ensure that workers follow proper occupational health and safety practices, including the use of gloves, masks, safety shoes, protective clothing, ladders, and other safety equipment where required.
- 4.9 The Contractor shall ensure that all work areas are left clean, safe, and orderly after completion of any repair, maintenance, logistical, or janitorial task.
- 4.10 The Contractor and its employees shall maintain confidentiality in respect of any information, documents, records, stock, or business activities of BCC that may come to their knowledge during the course of providing the services.
- 4.11 Workers shall not access restricted areas, handle confidential documents, use BCC equipment, or remove any item from BCC premises without prior authorization from BCC.
- 4.12 BCC reserves the right to reject or request replacement of any worker deployed by the Contractor if BCC considers the worker to be unsuitable due to poor performance, misconduct, lack of skill, hygiene concerns, safety concerns, or any other reasonable cause.

5- DURATION OF THE SERVICES

- 5.1 The services under this engagement shall be provided for a period of one (1) calendar year from the date of commencement specified in the contract.

6- PAYMENT

- 6.1 Payment for this engagement shall be made in monthly instalments, up to a maximum of twelve (12) monthly instalments for the one-year contract period.
- 6.2 Upon completion of services for each month, the Contractor shall submit an invoice together with a monthly service record detailing the services provided during the month.
- 6.3 The full monthly contract amount shall be payable to the Contractor subject to satisfactory delivery of services on all days and occasions on which the Contractor was required to provide services during that month.
- 6.4 BCC reserves the right to deduct payment on a pro-rated basis for any day, period, or task for which the required service was not provided, was delayed without reasonable cause, or was not delivered to the required standard.
- 6.5 BCC may withhold, reduce, or deduct payment for repeated service failures, failure to deploy workers within the required response time, absence of assigned janitorial staff, failure to provide suitable replacements, poor workmanship, or damage caused to BCC property.
- 6.6 Any invoice submitted by the Contractor shall be subject to verification and approval by BCC prior to payment.
- 6.7 No additional payment shall be made for services falling within the scope of this requirement unless such additional payment has been approved in writing by BCC prior to the service being carried out.

7- Details of Premises for Janitorial Services

The following premises shall be covered under the janitorial service component of this engagement. The information provided in this part is intended to allow bidders to assess the cleaning requirement and submit an accurate financial proposal.

#	Premises/Location	Approx. Floor Area	Washrooms/ Qty	Pantry/kitchen area	Cleaning Frequency
1	BCC Headoffice M. Kaneeruvilla, First Floor	1650 SQFT	Yes - Two	Yes – Pantry area	Daily office cleaning – washrooms twice daily
2	SEED by BCC M. Kaneeruvilla, First Floor	1500 SQFT	Yes - Two	Yes – Pantry area	Daily office cleaning – washrooms twice daily
3	BCC Executive Office M. Kaneeruvilla, Ground Floor	850 SQFT	Yes - Two	Yes – Pantry area	Daily office cleaning – washrooms twice daily
4	Authentic Maldives Male’ Shop M. Kaneeruvilla, Ground Floor	750 SQFT	No	No	Daily Cleaning of Shop Area
5	BCC Commercial Annex M. Iris Building, Third Floor	900 SQFT	Yes - Two	Yes – Pantry area	Daily office cleaning – washrooms twice daily

Note: The above list applies only to janitorial services. Maintenance, repair, logistical, carriage, and labor support services shall not be limited to the premises listed in this part and may be required at any BCC office, outlet, storage facility, event venue, temporary site, or other location as instructed by BCC.