



## **REQUEST FOR PROPOSAL (RFP)**

---

### **TENDER FOR HOUSEKEEPING SERVICES**

21<sup>st</sup> December 2020



## Introduction

Bank of Maldives is seeking a service provider to provide a comprehensive housekeeping for the Bank's all Premises, Branches and ATM locations in the Male' area.

*(Male' Area includes all the BML locations in Male', Vilimale', Hulhumale' and Airport)*

## Scope of Work

The scope of work will include the following;

1. The service provider will be responsible for the servicing for all 15 BML locations in Male' Area. This may extend to new premises, branches and ATM locations in Male' Area.

*(Refer to Full list of locations in **Annexure I**)*

2. The service provider will provide a scheduled and reactive (for specific functions or incidents) cleaning services to all areas which shall include but not limited to;
  - a. Cleaning (of floors, walls, windows, glass panels, toilets, lights, furniture, fixtures and fittings).
  - b. Waste removal.
  - c. Pest control service

*(Refer to the detailed list of requirement in **Annexure II – Housekeeping services**)*

3. The service provider is responsible for full treatment of pest control services for all the premises included in Annexure II.
4. The service provider to ensure all customer contact areas (front counters, ATMs, etc) are periodically checked and cleaned. ATMs areas to be cleaned on public holiday. (minimum 5 times a day)



**Documents Required**

- Detailed proposal including work plan with timeline and associated costs.
- Details of the individual, firm or company, including company profile, expertise and resource capacity
- Company Registration Certificate copy.
- Brief background of senior management personnel and CVs of individual team members should be enclosed.
- Name, title, address and telephone number of the person who will serve as the authorised representative on behalf of the company.
- Evidence of prior relevant experience. Reference letters should be enclosed.
- Name of the person who will directly report to BML during the engagement period.
- List of employees employed as cleaners identifying their nationality.

**This RFP document is not a recommendation, offer or invitation to enter into a contract agreement or any other arrangement.**

**Evaluation Criteria**

Criteria	%
Price	100

Preference will be given based on the number of Maldivian nationals employed as cleaners.

**Clarifications**

Request for clarifications may be submitted via email (see below) before 14:00hrs (local time) on Tuesday, 29<sup>th</sup> December 2020

**Submission of Proposal**

All submissions should be made on Sunday, 10<sup>th</sup> January 2021 at 13:00hrs (local time) by visiting Bank of Maldives PLC, Seatracks building, 04<sup>th</sup> Floor (Boduthakurufaanu Magu), Procurement Department meeting room.

**Contact Information**

Mr. Mohamed Ahmed  
Head of Procurement  
Procurement Department  
Bank of Maldives Plc,  
Boduthakurufaanu Magu, Male' 20251, Republic of Maldives  
Phone: +960 3015355  
Email: Tenders [tenders@bml.com.mv](mailto:tenders@bml.com.mv)

**ANNEXURE I**
**PREMISES / BRANCHES / ATM LOCATIONS**

No.	Sites	Location	Proposed price (MVR)
1	BML Head Office (8 floors and terrace)		
2	Seatrac building ground		
3	Seatrac building 1st		
4	Star Cloud		
5	Bazar Branch at STO Trade Centre		
6	H. Marine Dream Ground & 1 <sup>st</sup> floor		
7	Hulhumale Branch		
8	Velana Airport ATM		
9	Villimale branch (4 floors, terrace and ATM Site)		
10	Customer Service Centre at Gaakoshi Ground		
11	Loan Service Centre at Gaakoshi 1 <sup>st</sup> floor		
12	Olympus ATM booth		
13	IGMH ATM booth		
14	Velaanaage ATM booth		
15	Treetop ATM booth		
16	Suez building 7th floor		
17	Suez building 6th floor		
18	BML Islamic at H. Zoneria ground and 1 <sup>st</sup> floor		
19	H. Fasmeeru building ground floor		
20	Hulhumale Business Centre at Renaatus Ground		
21	HDC warehouse 7 units		
22	New warehouse at Hulhumale		
23	H. Orchidmaage building 14 floors		

**ANNEXURE II - SERVICES**

## 1. Entrances, Exits, Lobbies and Reception

Service	Frequency
Remove all rubbish or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Sweep and mop all uncarpeted areas.	Daily
Vacuum clean carpeted areas	Daily
Clean both sides of door glass and frames	Daily
Dust ceiling corners to remove cobwebs	Daily
Clean internal glass windows	Daily
Dust and damp wipe windowsills	Daily
Clean display cases	Daily
Dust and clean customer seating areas	Daily
Dust and damp wipe information desk surfaces	Daily
Damp wipe and spot clean vending machines	Daily
Polish all metals surfaces	Weekly
Clean external glass windows	Monthly
Buff and polish uncarpeted Floors	Quarterly
Changing of light bulbs and tubes as required	As required

## 2. Elevators

Service	Frequency
Remove all debris or litter	Daily x2
Clean mirrors	Daily
Clean entire interior and control panels, wipe handrails with disinfectant	Daily
Clean exterior sides and doors	Daily
Clean door rail grooves (bottom)	Daily
Changing of light bulbs and tubes as required	As required

### 3. Stairwells

Service	Frequency
Remove all debris or litter	Daily x2
Sweep and mop stair surfaces	Daily
Spot clean walls, sidelights and doors	Daily
Dust ceiling corners to remove cobwebs	Daily
Wash hand railings with a disinfectant	Daily
Polish all metal surfaces	Weekly
Changing of light bulbs and tubes as required	As required

### 4. General Office Area

Service	Frequency
Remove all debris or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Vacuum clean carpeted areas	Daily
Clean both sides of door glass and frames	Daily
Dust ceiling corners to remove cobwebs	Daily
Clean internal glass windows	Daily
Dust and damp wipe windowsills	Daily
Wipe and spot clean Desks and desktop tables (in presence of respective BML staff)	Daily
Clean display cases	Daily
Dust vertical surfaces such as cupboards, cabinets, etc	Daily
Clean tops and sides of partitions	Daily
Maintain plants in the area	Daily
Clean external glass windows	Monthly
Changing of light bulbs and tubes as required	As required

## 5. Branch Area

Service	Frequency
Remove all debris or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Sweep and mop all uncarpeted areas.	Daily
Vacuum clean carpeted areas	Daily
Clean both sides of door glass and frames	Daily
Dust ceiling corners to remove cobwebs	Daily
Clean internal glass windows	Daily
Dust and damp wipe windowsills	Daily
Wipe and spot clean Desks and desktop tables (in presence of respective BML staff)	Daily
Clean counters and counter top facings (in presence of respective BML staff)	Daily
Dust and clean customer seating areas	Daily
Dust vertical surfaces such as cupboards, cabinets, etc	Daily
Clean tops and sides of partitions	Daily
Maintain plants in the area	Daily
Damp wipe and spot clean vending machines	Daily
Clean external glass windows	Monthly
Buff and polish uncarpeted Floors	Quarterly
Changing of light bulbs and tubes as required	As required

## 6. Conference Hall / Meeting Rooms

Service	Frequency
Remove all debris or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Wipe chairs, armrest and place chairs properly	Daily
Vacuum clean carpeted areas	Daily
Clean both sides of the glass windows	Daily
Dust and damp wipe windowsills	Daily
Spot clean tables and remove stains	Daily
Dust ceiling corners to remove cobwebs	Daily
Changing of light bulbs and tubes as required	As required

### 7. Rest Rooms / Lavatory

Service	Frequency
Remove all debris or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Replenish consumables such as toilet paper and liquid soap	Daily
Wash and disinfect toilet bowls (includes toilet base and exterior of toilet seat)	Daily
Wash and disinfect door handles as well as toilet handles and taps	Daily
Wash interior of washbasins, facets and counters	Daily
Clean splash areas	Daily
Wash and mop the floor	Daily
Clean all mirrors	Daily
Spot clean doors and walls	Daily
Dust ceiling corners to remove cobwebs	Daily
Clear blocked toilets, sinks and drains	As Required
Changing of light bulbs and tubes as required	As required

### 8. Tea Rooms

Service	Frequency
Remove all debris or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Wipe and clean exterior cabinets	Daily
Wipe and clean counter tops and sinks	Daily
Wash and mop the floor	Daily
Spot clean doors and walls	Daily
Dust ceiling corners to remove cobwebs	Daily
Clean both sides of the glass windows	Daily
Clean splash areas	As Required
Replenish consumables such as paper towels and liquid soap	As Required
Changing of light bulbs and tubes as required	As required



#### 9. ATM Sites

Service	Frequency
Remove all debris or litter	Daily x2
Empty garbage cans and replace liners when required	Daily x2
Spot clean interior and exterior glass windows and doors	Daily
Dust and clean the walls	Daily
Sweep and mop the floors	Daily
Dust ceiling corners to remove cobwebs	Daily
Maintain plants in the area	Daily
Changing of light bulbs and tubes as required	As required

#### 10. Go-down Sites

Service	Frequency
Remove all debris or litter	At least fortnightly, upon notification
Dust and clean the walls	
Sweep and mop the floors	
Dust ceiling corners to remove cobwebs	

#### 11. Pest control

The service provider shall also provide full treatment pest control service for all of the above mentioned premises.

Full treatment pest control service will include inspection and treatments for rats, mice, cockroaches, ants, moths, termites and any other pests not specifically excluded from the contract. If any pests are discovered by BML personnel, the service provider shall respond immediately after notification to correct the situation.