**Annex 4 – Goods and services specification**

**TERMS OF REFERENCE**

For the supply of Cleaning Services to the British Council

1. Responsibilities

* The supplier shall supply the cleaning services and required personnel to the British Council Nepal Office premises ***(defined below)*** and mentioned on Specification for British Council Nepal Cleaning Service document
* All the standard dresses and equipment, including the uniforms for cleaning personnel and safety harnesses for gutter cleaning shall be provided by the supplier
* The British Council shall provide the cleaning personnel with basic facilities, namely drinking water and toilet
* Supplier should meet the British Council health and hygiene standards while delivering the services
* Cleaning personnel deputised by supplier shall never be under the influence of alcoholic beverages, drugs, etc. during the working hours. Such personnel shall not be allowed to act in ways forbidden by the prevailing laws and/or such things which the British Council feels wrong, otherwise they will be immediately terminated.
* Cleaners deployed for this service shall neither be associated with any political organization nor be involved in any criminal activities.
* Upon request of the British Council, supplier shall change cleaners if the services rendered by such personnel are not up to the required standards.
* Supplier shall assign a supervisor to instruct and monitor the cleaners and maintain the hygiene standard.
* Relevant persons deputed by the supplier may enjoy the British Council holidays. The list of holidays published by British Council will be separately shared*,* this list might be updated by British Council on timely basis, but such change shall be informed to supplier in advance. Cover arrangement during the holidays should be done by the supplier to carryout basic cleaning works.
* Any cleaning personnel provided by the supplier will be the employees of the supplier and all the statutory liabilities will be paid by suppler itself.
* Supplier will cover its employees for the personal accident or death or any other form of insurance during the term of their engagement.

1. Premises Details (Any change in this will be pre-notified to supplier)
2. **Public Access Area: Ground Floor**

* Front part of building including pavement outside the main entrance
* Atrium/hall ground floor inside
* 10 Speaking rooms
* Room 1 and 2
* 3 Public toilets
* Customer Service area
* Training Centre
* Ground Floor meeting room
* IELTS post test room
* Fire exit area
* Supervisor room
* Confidential materials room
* Security guard room
* Entrance latch area
* Shredding room
* 3 Stairs (back office room 1, back office room 2 and backside of office)
* All the window glass on ground floor
* 2 fire exits from Learning Centre – east and west

1. **Back Office Room One and Two**

* Main office floor, desk/table/chair, locker/cabinet
* Creative room
* Nepali room
* Back office meeting room
* Customer Service office
* 2 Staff toilets
* Corridor

1. **Staff Breakout Area/ Kitchen and Terrace**

* Area including kitchen
* Roof (Gutter cleaning)
* Stair area back of the building, inverter room, electricity meter box room
* Refrigerator and other kitchen equipment
* Tables and chairs

1. **Off-site Store**

* 1 Room on Ground Floor located nearby main British Council Office

1. Work Segregation

* 75% of time for cleaning all areas of office
* 5% of time for cleaning up after a British Council activity/event
* 5% of time on shredding and garbage disposal from office
* 5% supporting on room set up for meeting/other activities as requested
* 10% Ad hoc support as and when ask by the British Council plus tea arrangement.

1. Work details and frequency
2. **Daily Tasks**

* Clear debris and rubbish from all premises
* Properly set up tables and chairs
* Wash glasses, cups and plates in kitchen
* Wipe desks and cupboards of the office rooms
* Clean telephone, computer monitor, photocopier, office chairs, all electrical appliance in the building
* Receive water jars from water supplier and stock it at roof top area outside back office working room with proper stock taking for verification from water supplier
* Ensure drinking water jars are maintained at 3 station in British Council Premises, procurement will be done by the British Council
* Clean main atrium and terrace
* Prepare and serve tea/coffee for official meetings inside the office upon request by the British Council staffs, tea/coffee and relevant preparation materials will be provided by the British Council

1. **Hourly Tasks**

* All the toilets are cleaned
* Ensure soap, toilet paper and hand towels availability in toilets

1. **Weekly Tasks**

* Deep clean Atrium space
* Deep clean pavement tiles outside the main building
* Deep clean stair area at back of the building, inverter room, electricity meter box room
* Deep clean staff breakout kitchen area

1. **Fortnightly or monthly tasks**

* Clean off-site store once a month
* External Window Cleaning once in every two weeks for all the premises

1. **Semi annually**

* Deep Clean of upholstery and blinds

1. Specification of the supervisor of the supplier

* Be qualified and experienced in the cleaning field
* Be able to communicate in both English and Nepali
* Ensure that cleaners are supervised and trained up to the Standards of Service required by British Council
* Ensure that all works carried out by the cleaners meet the service specifications and as per the British Council standards
* Report back to Facilities Manager of British Council on daily basis on the daily works progress
* Take initiation on finding faulty equipment, fitting and fixtures in the premises and immediate reporting to Facilities Manager for resolving
* Develop daily work schedule which shall include all daily, weekly, fortnightly and monthly for all cleaners and submit it to Facilities Manager before the start of the month

1. Specification of the cleaner of the supplier

* Be qualified and experienced in the cleaning field
* Be humble and polite to everyone
* With a positive attitude and smiling personality

1. Working hours and personnel requirement

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| --- | --- | --- | --- | --- | --- | --- |
| **S.N.** | **Day** | **Starting Time** | **Closing Time** | **Number of Cleaner** | **Number of Supervisor** | **Remarks** |
| 1 | Monday to Saturday | 0600 hours | 1400 hours | 3 |  | 7 hours (with one-hour lunch break) |
| 2 | 1400 hours | 1900 hours | 2 |  | 5 hours |
| 3 | 0600 hours | 0900 hours |  | 1 | 3 hours |
| 4 | 1700 hours | 1900 hours |  | 1 | 2 hours |
| 5 | Monday to Friday | 0900 hours | 1700 hours | 1 |  | 7 hours (with one-hour lunch break) – tea maker cum cleaner |

British Council shall make request to supplier for the services required on Sundays and on the British Council holiday. However, such request shall be made at least a day in advance.

1. Cleaning material list

(frequency depends on the service requirements)

| **S.N.** | **Particulars** | **Remarks** |
| --- | --- | --- |
| 1 | Teepol/Beepol | Basic Chemicals |
| 2 | White Phenyl (liquid) |
| 3 | Vim Powder |
| 4 | R6 (Toilet Cleaner) |
| 5 | Taski R2 |
| 6 | Taski R5 |
| 7 | Colin |
| 8 | Naphthalene Balls |
| 9 | Odonil |
| 10 | Bleaching Liquid |
| 11 | Antiseptic Hand wash |
| 12 | Green Pad | Basic equipment |
| 13 | Rubber Squeezer |
| 14 | Mop (Wet & Dry) |
| 15 | Floor Dusters |
| 16 | Feather Dusters |
| 17 | Broom (Modern) |
| 18 | Toilet Brush |
| 19 | Dust pan with long handle |
| 20 | Dust pan (Normal) |
| 21 | Scrubbing hard brush |
| 22 | Spray bottle |
| 23 | Bucket & Mug |
| 24 | Paper hand towel |
| 25 | Toilet rolls |
| 26 | Room Fresheners |
| 27 | Vaccum Cleaner |
| 28 | Floor Polishing Machine (required on weekly basis) |
| 26 | Safety Harnesses for staffs involved in gutter cleaning |

If you have any other list of chemicals/equipment please add below:

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