

Request for Proposal (RFP)**For:** Cleaning Services**Date:** 30 August 2016**1 Overview of the British Council**

- 1.1 The British Council is the United Kingdom's international organisation for cultural relations and educational opportunities. Its purpose is to build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide. It seeks to achieve its aims by working in education, science, governance, English and the arts. In 2013-14, its programmes reached a total audience of 600 million people worldwide and we engaged directly with 10.9 million. In 2013 to 2014, the British Council had a total turnover of £864million. Its income included a grant-aid of £165 million from the UK government, £573 million from fees and income from services such as English teaching, exams administration and £117 million from the management of client-funded contracts, and funding from a wide range of public and private sector partners.
- 1.2 The British Council was established in 1934 and incorporated by Royal Charter in 1940. It is registered as a charity in England and Wales (charity no. 209131) and Scotland (charity no. SCO37733). It is also an executive non-departmental public body, with the Foreign and Commonwealth Office as its sponsoring department.
- 1.3 Its primary charitable objects are set out in the Charter and are stated to be to:
- Promote cultural relationships and the understanding of different cultures between people and peoples of the United Kingdom and other countries;
 - Promote a wider knowledge of the United Kingdom;
 - Develop a wider knowledge of the English language;
 - Encourage cultural, scientific, technological and other educational co-operation between the United Kingdom and other countries; and
 - Otherwise promote the advancement of education.
- 1.4 The British Council works in more than 110 countries around the world and employs over 7000 staff worldwide. It has its headquarters in the UK, with offices in London, Manchester, Belfast, Cardiff and Edinburgh. Further information can be viewed at www.britishcouncil.org.

2 Introduction and Background to the Project / Programme

British Council is looking for one window solution for Cleaning Services for its Karachi office. Along-with agreed standard services, service provider should be able to meet British Council policy requirements of following areas:

- Information Management
- Security
- Health & Safety

The reason for hiring new service provider for Cleaning Services is to meet expended requirement for existing and future requirements. Similarly, as our business expanding therefore we need more options to meet our Cleaning requirements more efficiently & effectively.

3 Tender Conditions and Contractual Requirements

This section of the RFP sets out the British Council's contracting requirements, general policy requirements, and the general tender conditions relating to this procurement process ("**Procurement Process**").

3.1 Contracting requirements

- 3.1.1 The contracting authority is the British Council which includes any subsidiary companies and other organisations that control or are controlled by the British Council from time to time (see: <http://www.britishcouncil.org/organisation/structure/status>).
- 3.1.2 The appointed supplier will be expected to deliver the goods and/or provide services at the British Council office in Karachi.
- 3.1.3 The British Council's contracting and commercial approach in respect of the required goods and/or services is set out at Annex [1] (Terms and Conditions of contract ("**Contract**"). By submitting a tender response, you are agreeing to be bound by the terms of this RFP and the Contract without further negotiation or amendment.
- 3.1.4 The Contract awarded will be for duration of two years, schedule will be shared upon award of work.
- 3.1.5 In the event that you have any concerns or queries in relation to the Contract, you should submit a clarification request in accordance with the provisions of this RFP by the Clarification Deadline (as defined below in the Timescales section of this RFP). Following such clarification requests, the British Council may issue a clarification change to the Contract that will apply to all potential suppliers submitting a tender response.
- 3.1.6 The British Council is under no obligations to consider any clarifications / amendments to the Contract proposed following the Clarification Deadline, but before the Response Deadline (as defined below in the Timescales section of this RFP). Any proposed amendments received from a potential supplier as part its tender response shall entitle the British Council to reject that tender response and to disqualify that potential supplier from this Procurement Process.

3.2 General Policy Requirements

- 3.2.1 By submitting a tender response in connection with this Procurement Process, potential suppliers confirm that they will, and that they shall ensure that any consortium members and/or subcontractors will, comply with all applicable laws, codes of practice, statutory guidance and applicable British Council policies relevant to the goods and/or services being supplied. All relevant British Council policies that

suppliers are expected to comply with can be found on the British Council website (<https://www.britishcouncil.org/organisation/transparency/policies>). The list of relevant policies includes (but it is not limited to): Anti-Fraud and Corruption, Child Protection Policy, Equality, Diversity and Inclusion Policy, Fair Trading, Health and Safety Policy, Environmental Policy, Records Management, and Privacy.

3.3 General tender conditions (“Tender Conditions”)

- 3.3.1 Application of these Tender Conditions – In participating in this Procurement Process and/or by submitting a tender response it will be implied that you accept and will be bound by all the provisions of this RFP and its Annexes. Accordingly, tender responses should be on the basis of and strictly in accordance with the requirements of this RFP.
- 3.3.2 Third party verifications – Your tender response is submitted on the basis that you consent to the British Council carrying out all necessary actions to verify the information that you have provided; and the analysis of your tender response being undertaken by one or more third parties commissioned by the British Council for such purposes.
- 3.3.3 Information provided to potential suppliers – Information that is supplied to potential suppliers as part of this Procurement Process is supplied in good faith. The information contained in the RFP and the supporting documents and in any related written or oral communication is believed to be correct at the time of issue but the British Council will not accept any liability for its accuracy, adequacy or completeness and no warranty is given as such. This exclusion does not extend to any fraudulent misrepresentation made by or on behalf of the British Council.
- 3.3.4 Potential suppliers to make their own enquires – You are responsible for analysing and reviewing all information provided to you as part of this Procurement Process and for forming your own opinions and seeking advice as you consider appropriate. You should notify the British Council promptly of any perceived ambiguity, inconsistency or omission in this RFP and/or any in of its associated documents and/or in any information provided to you as part of this Procurement Process.
- 3.3.5 Amendments to the RFP – At any time prior to the Response Deadline, the British Council may amend the RFP. Any such amendment shall be issued to all potential suppliers, and if appropriate to ensure potential suppliers have reasonable time in which to take such amendment into account, the Response Deadline shall, at the discretion of the British Council, be extended.
- 3.3.6 Compliance of tender response submission – Any goods and/or services offered should be on the basis of and strictly in accordance with the RFP (including, without limitation, any specification of the British Council’s requirements, these Tender Conditions and the Contract) and all other documents and any clarifications or updates issued by the British Council as part of this Procurement Process.
- 3.3.7 Format of tender response submission – Tender responses must comprise the relevant documents specified by the British Council completed in all areas and in the format as detailed by the British Council Scope of work (Supplier Response). Any documents requested by the British Council must be completed in full. It is, therefore, important that you read the RFP carefully before completing and submitting your tender response.
- 3.3.8 Modifications to tender response documents once submitted – You may modify your tender response prior to the Response Deadline by giving written notice to the British Council. Any modification should be clear and submitted as a complete new tender response in accordance to the Scope of work (Supplier Response) and these Tender Conditions.
- 3.3.9 Rejection of tender responses or other documents – A tender response or any other document requested by the British Council may be rejected which:

- Contains gaps, omissions, misrepresentations, errors, uncompleted sections, or changes to the format of the tender documentation provided;
- Contains hand written amendments which have not been initialled by the authorised signatory;
- Does not reflect and confirm full and unconditional compliance with all of the documents issued by the British Council forming part of the RFP;
- Contains any caveats or any other statements or assumptions qualifying the tender response that are not capable of evaluation in accordance with the evaluation model or requiring changes to any documents issued by the British Council in any way;
- Is not submitted in a manner consistent with the provisions set out in this RFP;
- Is received after the Response Deadline.

3.3.10 Disqualification – If you breach these Tender Conditions, if there are any errors, omissions or material adverse changes relating to any information supplied by you at any stage in this Procurement Process, if any other circumstances set out in this RFP, and/or in any supporting documents, entitling the British Council to reject a tender response apply and/or if you or your appointed advisers attempt:

- To inappropriately influence this Procurement Process;
- To fix or set the price for goods or services ;
- To enter into an arrangement with any other party that such party shall refrain from submitting a tender response;
- To enter into any arrangement with any other party (other than another party that forms part of your consortium bid or is your proposed sub-contractor) as to the prices submitted; or
- To collude in any other way
- To engage in direct or indirect bribery or canvassing by you or your appointed advisers in relation to this Procurement Process; or
- To obtain information from any of the employees, agents or advisors of the British Council concerning this Procurement Process (other than as set out in these Tender Conditions) or from another potential supplier or another tender response,

The British Council shall be entitled to reject your tender response in full and to disqualify you from this Procurement Process. Subject to the “Liability” Tender Condition below, by participating in this Procurement Process you accept that the British Council shall have no liability to a disqualified potential supplier in these circumstances.

3.3.11 Tender costs – You are responsible for obtaining all information necessary for preparation of your tender response and for all costs and expenses incurred in preparation of the tender response. Subject to the “Liability” Tender Condition below, you accept by your participation in this procurement, including without limitation the submission of a tender response, that you will not be entitled to claim from the British Council any costs, expenses or liabilities that you may incur in tendering for this procurement irrespective of whether or not your tender response is successful.

- 3.3.12 Rights to cancel or vary this Procurement Proc form of communication with potential suppliers, the British Council is not bound in any way to enter into any contractual or other arrangement with you or any other potential supplier. It is intended that the remainder of this Procurement Process will take place in accordance with the provisions of this RFP but the British Council reserves the right to terminate, amend or vary (to include, without limitation, in relation to any timescales or deadlines) this Procurement Process by notice to all potential supplier in writing. Subject to the “Liability” Tender Condition below, the British will have no liability for any losses, costs or expenses caused to you as a result of such termination, amendment or variation.
- 3.3.13 Consortium Members and sub-contractors – It is your responsibility to ensure that any staff, consortium members, sub-contractors and advisers abide by these Tender Conditions and the requirement of this RFP.
- 3.3.14 Liability – Nothing in these Tender Conditions is intended to exclude or limit the liability of the British Council in relation to fraud or in other circumstances where the British Council’s liability may not be limited under any applicable law.

4 Confidentiality and Information Governance

- 4.1 All information supplied to you by the British Council, including this RFP and all other documents relating to this Procurement Process, either in writing or orally, must be treated in confidence and not disclosed to any third party (save to your professional advisers, consortium members and/or sub-contractors strictly for the purposes only of helping you to participate in this Procurement Process and/or prepare your tender response) unless the information is already in the public domain or is required to be disclosed under any applicable laws.
- 4.2 You shall not disclose copy or reproduce any of the information supplied to you as part of this Procurement Process other than for the purposes of preparing and submitting a tender response. There must be no publicity by you regarding the Procurement Process or the future award of any contract unless the British Council has given express written consent to the relevant communication.
- 4.3 This RFP and its accompanying documents shall remain the property of the British Council and must be returned on demand.
- 4.4 The British Council reserves the right to disclose all documents relating to this Procurement Process, including without limitation your tender response, to any employee, third party agent, adviser or other third party involved in the procurement in support of, and/or in collaboration with, the British Council. The British Council further reserves the right to publish the Contract once awarded and/or disclose information in connection with supplier performance under the Contract in accordance with any public sector transparency policies (as referred to below). By participating in this Procurement Process, you agree to such disclosure and/or publication by the British Council in accordance with such rights reserved by it under this paragraph.
- 4.5 The Freedom of Information Act 2000 (“FOIA”), the Environmental Information Regulations 2004 (“EIR”), and public sector transparency policies apply to the British Council (together the “**Disclosure Obligations**”).
- 4.6 You should be aware of the British Council’s obligations and responsibilities under the Disclosure Obligations to disclose information held by the British Council. Information provided by you in connection with this Procurement Process, or with any contract that may be awarded as a result of this exercise, may therefore have to be disclosed by the British Council under the Disclosure Obligations, unless the British Council decides that one of the statutory exemptions under the FOIA or the EIR applies.

- 4.7 The use of blanket protective markings of whole documents such as “commercial in confidence” will not be sufficient. By participating in this Procurement Process you agree that the British Council should not and will not be bound by any such markings.
- 4.8 In addition, marking any material as “confidential” or “commercially sensitive” or equivalent should not be taken to mean that the British Council accepts any duty of confidentiality by virtue of such marking. You accept that the decision as to which information will be disclosed is reserved to the British Council, notwithstanding any consultation with you or any designation of information as confidential or commercially sensitive or equivalent you may have made. You agree, by participating further in this Procurement Process and/or submitting your tender response, that all information is provided to the British Council on the basis that it may be disclosed under the Disclosure Obligations if the British Council considers that it is required to do so and/or may be used by the British Council in accordance with the provisions provision of this RFP.
- 4.9 Tender responses are also submitted on the condition that the appointed supplier will only process personal data (as may be defined under any relevant data protection laws) that it gains access to in performance of this Contract in accordance with the British Council’s instructions and will not use such personal data for any other purpose. The contracted supplier will undertake to process any personal data on the British Council’s behalf in accordance with the relevant provisions of any relevant data protection laws and to ensure all consents required under such laws are obtained.

5 Tender Validity

- 5.1 Your tender response must remain open for acceptance by the British Council for a period of 60 Day’s from the Response Deadline. A tender response not valid for this period may be rejected by the British Council.

6 Payment and Invoicing

- 6.1 The British Council will pay correctly addressed and undisputed invoices within 30 days in accordance with the requirements of the Contract. Suppliers to the British Council must ensure comparable payment provisions apply to the payment of their sub-contractors and the sub-contractors of their sub-contractors. General requirements for an invoice for the British Council include:
- A description of the good/services supplied is included.
 - The British Council Purchase Order number is included.

7 Specification

The Service Provider shall be required to provide Cleaning Services on from 7am to 10pm on shifting bases to **British Council**. The Service Provider will be directly responsible for ensuring operational service levels and that the performance is met. They will be directly reporting to the Facility / Admin Management Team of **British Council**. Facilities Team of **British Council** will have responsibilities to define policies, procedures and standards, and provide advice to the Service Provider from time to time, as required. Service Provider shall design the manpower for British Council considering the following requirement.

The scope of work includes:

Sr No	Location	Details	Remarks
01	Main Office in Clifton Karachi	British Council Karachi office building including Library	1100 square meter or 11836 square feet

Technical Services Soft Services

Soft Services

- Housekeeping Services
- Pest Control
- Horticulture Services
- Carpet Cleaning
- Window / Façade Cleaning
- Facilities Sewer Cleaning
- Pantry Services
- Waste management System
- Help Desk
- Overall Guidelines

Staff requirement for housekeeping	
Janitorial Staff	5
Gardner	1
Cafeteria staff	1
Supervisor	1

Housekeeping

FM Service provider is required to carry the following equipment for housekeeping services

Equipment	Number	Preference
Vacuum Cleaner Wet & Dry	Minimum 1 to 2 or as required	Heavy duty, high quality brand with minimum sound
Carpet Vacuum cleaner	Minimum 2 to 3 or as required	Heavy duty, high quality brand with minimum sound
Glass cleaning kits	Minimum 2 or as required	High quality
Wet and Dry mopping sets	As required	
Signage boards	As required	

1. Overview

Company requires the provision of a professional Cleaning Service which shall include:

- Routine cleaning of the internal and external areas to meet the required service standard.
- A responsive service to maintain the full use of the facilities and the safety and well-being of all users
- A periodic and deep clean service.

- FM Service Provider shall also provide additional housekeeping services as and when required by British Council.
- FM Service Provider shall bring in its own equipment for cleaning and shall be responsible for maintaining these equipment's at all time. All costs for purchase/repair/spares/maintenance etc for these equipment's will be borne by FM Service Provider.
- FM Service Provider shall be responsible for the safekeeping of these equipment's at the British Council site and shall not take out these equipment's any time during the term of contract other than for repairs. In case such repairs take more than a week, FM Service Provider shall arrange to provide alternate equipment to British Council.

1.1. The FM Service Provider is encouraged to take a holistic view of the Estate and to adopt a proactive approach to the delivery of this Service. As such, they are required to report immediately any defects, deterioration, or damage to British Council property as soon as they become aware of such defects in the course of their duties under this Contract.

1.2. In particular the Cleaning Service shall include but not be limited to

- Dusting / polishing of all furniture, sills etc
- Polishing / vacuum cleaning / cleaning of floors
- Cleaning of all toilets and shower / changing rooms (where applicable)
- Replenishing of soap, towels, toilet rolls etc
- General cleaning of staff kitchens and tea points
- Cleaning walls, ceilings, internal glass surfaces
- Cleaning of internal and external windows.
- The clearing of gutters/roofs to remove debris (where applicable);
- The removal of graffiti and other stains to the internal / external of Premises (where applicable);
- Cleaning/litter picking of external areas;
- Shampooing of carpet and chairs.
- FM Service provider needs to conduct House keeping audit for every 6 months through internal FM Company specialists

2. Routine Cleaning

The FM Service Provider is required to provide a high quality service within the scope of the Specification defined. The FM Service Provider will undertake all tasks normally associated with routine office cleaning, to ensure that the offices, toilets, meeting areas, public areas and all other Company working areas, furniture and floor spaces are maintained to a high level of general cleanliness and remain presentable and fit for their intended purpose.

2.1. Dusting / polishing of all furniture, sills.

- All chairs and soft furnishings must be clean, dry and free from dust. All work stations, screens, upholstered partitions, bookcases, chairs, shelves, cabinets, tables, pictures and coat racks must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In addition, they must be free from finger marks and smears.
- All telephones should be free from dust and smears.
- Light fittings must be free from dust
- All blinds and curtains should be free of stains, marks, and dust.

- All signage, including emergency signage should be clean, dry and free of stains, marks and dust.
- Bins must be empty, clean and dry inside and out, bin-liners replaced where necessary and placed in their original locations. Liners should be used in all containers.

2.2. Polishing / vacuum cleaning / cleaning of floors

- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. The dressing must be complete and intact without evidence of powdering, discoloration or build up. Chewing gum and other sticky substances shall be removed before any cleaning procedure is carried out using an appropriate cleaning technique and chewing gum remover. Special care shall be utilized to ensure that all methods formulated agents and tools are not injurious to the surfaces being cleaned and redressed.
- All carpets, carpet tiles, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry. All carpeted areas are to be cleaned by the manufactures recommended methods and recommended intervals.
- The pile in the main entrance areas must be evenly brushed and opened against the flow of incoming visitors.
- Care is to be exercised when staff is still on the premises. Wet floors should be sign-posted. Trailing cables and open sockets should be made safe.
- All cleaning methods used must be of a sufficient quality to meet these standards and to maintain any guarantees on the floor covering

2.3. Cleaning of all toilets

- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours.
- All furniture and fittings must be free from debris, stains, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. All sanitary ware, including showers, shower heads, sinks, wash hand basins, WC bowls, seats, covers, hinges, tops, undersides, rims, taps, overflows, outlets, chains, plugs, urinals, brushes, toilet roll holders, tiled surfaces, splash backs, and vanity units must be free from scum, grease, hair, scale, dust, soil, spillages and removable stains. In addition, the surfaces should be disinfected.
- Floors should be cleaned to the same standard as other building floors. In addition there should be no evidence of scum, grease, hair, and scale and the floors must be disinfected.
- All walls, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height. Walls, doors and cubicle partitions shall be washed by a disinfectant solution regularly.
- Mirrors must be clean and free from smears.
- Soap dispensers must be filled, operating correctly with clean nozzles, the external surfaces must be clean dry and free from smears. Solid bars of soap must be clean and replaced as necessary.
- All toilets should be kept fully stocked with supplies and should be made available at all times.

- Hot air dryers must be clean, dry and free from dust, marks and smears.
- Bins must be emptied, cleaned and dried inside and out, bin-liners replaced where necessary and placed in their original locations. Liners must be used at all times.
- Company expects a holistic washroom supplies service. The Vendor shall provide options on the consolidation of existing and proposed washroom products

2.4. Walls, Ceilings, Doors, Windows

- All walls, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks, and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs, and cobwebs to full height
- All ceilings, ventilation diffusers and ceiling light fittings must be free from debris, marks, dust and cobwebs. They must be dry with no evidence of residual cleaning agents
- Treads and risers are to be treated same as floors
- Walls and high level surfaces and fittings must be free from dust, cobwebs and marks to the full height

2.5. Corridors and Lobbies

- All hard floor surfaces must be free from debris, clean, dry and free from stains, marks and dust. There must be no evidence of any accumulation of slurry of soaps, or residues of other cleaning agents. Floors must be safe and not slippery. Some slight scuffing may be apparent but the dressing must be complete and intact without evidence of powdering, discoloration or build up
- All walls, radiators, pipes, vents, grilles, doors, doorframes, fittings and glass panels, window frames and sills must be free from debris, marks and dust. They must be clean and dry with no evidence of residual cleaning agents. In particular, they must be free from finger marks, verdigris stains, runs and cobwebs
- All carpets, mats and mat wells must be free from grit, dust and debris with no apparent stains. They must be clean and dry
- Stainless steel surfaces must be treated with an appropriate cleaning and polishing agent

2.6. Kitchenette Areas, Cafeteria and Vending Area

- The floor, walls, ceilings, doors, Window Frames should be clean as per the specifications for other areas
- The cleaning should be evident before the start of business activity and, in addition, should be brought up to this standard during the operating hours
- Fridges within the areas should be kept clean inside and out, and defrosted when appropriate
- Microwaves within the kitchen and kitchenette areas are required to be cleaned inside and out
- Areas behind, below and around vending machines shall be included in all cleaning ongoing requirements

2.7. External Areas

- British Council requires the provision of a professionally managed Cleaning service to the external areas of the buildings
- The required service standard is to be evident before the start of business activity and, in addition, should be brought up to this standard during the business day
- Entrances, service areas, paving, paths, grounds and the outside premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning. Empty all waste bins and replace in their original locations
- All areas protected by security, screening, netting, protective cages etc shall have the protection removed temporarily to remove graffiti, debris, dirt dust, weeds and litter. The protection must be replaced to the original standard prior to invasion.
- The FM Service Provider shall report any defects encountered during carrying out external areas maintenance tasks to British Council

3. Periodic cleaning

In addition to the above, the FM Service Provider is required to carry out any periodic or deep clean activities not included in the routine cleaning activities to achieve the service standards. This can include, but is not limited to, deep cleaning and periodic cleaning activities of the communal and public areas and deep cleaning activities that require more frequent cleaning than routine cleaning including kitchens, vending points and cafeteria.

Special cleaning instructions need to be followed for below mentioned area:

3.1. Telephone sanitizing Service

The FM Service Provider shall sanitize telephone equipment using a suitable method to prevent cross-contamination from one handset

3.2. Server Room, Communication Room and Audio Visual Room

Cleaning will be scheduled by arrangement with the person responsible for giving access to that particular area

- This specification relates to the special cleaning in the communications and equipment areas within the premises
- These areas must be free from dust, static electricity and be left clinically clean. There must be no evidence of dust, run marks, removable stains, finger marks or cobwebs on any surface
- under no circumstances must any computer or computer related equipment be disturbed in any way other than the cleaning actions
- The FM Service Provider must ensure that only the appropriate cleaner's power sockets are used for cleaning equipment, not those specifically dedicated for computer use. If in doubt the cleaners should consult the British Council.
- Mats and carpets must be free from dust, debris and stains. Their attendant mat wells must be free from grit, dust and debris and must be left clean and dry
- Hard floor areas must be entirely free from dust and left clean and dry
- Where possible items of furniture that are removable are not to be cleaned within the area. They are to be removed dirty, cleaned outside the area and returned in a clean anti-static state

- All non-computer equipment and furniture must be suction cleaned free from dust and left free from grease and smears. Switch areas at the front of tape units or disk drives must not be dusted
- The use of water for cleaning in these areas is forbidden

4. Reactive Cleaning

- A reactive service is required to maintain the full and safe use of the facilities. Tasks can include, but are not limited to, responding to spillages, replenishing consumables and monitoring the cleanliness of the sanitary facilities
- Remove spills and treat to minimize damage to floor coverings and reduce the risk of staining. Use only approved specialist materials within the indicated timescales for the removal and treatment of spills

5. Safety Guidelines

- The FM Service Provider must know and follow their duties related to safety for all personnel. These guidelines are applicable to FM Service Providers as well as sub-contractors deployed by them at the site
- All FM Service Provider workmen should be provided with a uniform by the FM Service Provider and shall work within the British Council premises in their prescribed uniform
- The FM Service Provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by British Council personnel beforehand
- The FM Service Provider shall provide prior information to the British Council representative about any hazardous material being brought on the site and shall ensure security storage of such material
- The FM Service Provider must leave work areas in a clean, tidy and safe condition at the end of each working period
- The FM Service Provider should ensure that their personnel do not consume alcohol / do not smoke / do not take tobacco / do not take drugs on site
- All workmen of the FM Service Provider or their sub-contractors must have valid identifications cards verified by the British Council Security Department & shall display at all times during duty hours.

Operating Schedule for House Keeping Services

Description	Parameters	Task	Frequency	Remarks
General cleaning	Toilets	Serv/CLN	Daily	
	Cleaning pantry and cafeteria	Serv/CLN	Daily	
	Floor and Carpet	Serv/CLN	Daily	

	Service Area	Serv/CLN	Daily	
	Stairs	Serv/CLN	Daily	
	Lifts	Serv/CLN	Daily	
	Cleaning of workstation	Serv/CLN	Daily	
	Clearing of dustbins from workstations	Serv/CLN	Daily	
	Garbage Disposal	Serv/CLN	Daily	
	Cleaning of security and transport cabins	Serv/CLN	Daily	
	Brooming and cleaning of outside parking /building surrounding area	Serv/CLN	Daily	
Refilling	Housekeeping supplies like toilet rolls, soap, c fold	Ref	Daily(hourly) Need Basis	Refilling will be done as per need basis
	Refilling of water, tea and other beverages, biscuits and disposables	Ref	Daily(hourly) Need Basis	Refilling will be done as per need basis also
Micro Cleaning	Deep cleaning of toilets, pantry, floor and carpet, service area, building surrounding area, workstations, office equipment, glass surfaces etc.	Serv/CLN	Weekly	
	Light fixtures and AC grille's	Serv/CLN	Weekly	
	AHU, DG rooms (except	Serv/CLN	Weekly	

	Equipment)			
	Roof drains	Serv/CLN	Weekly	
	Lighting fixtures	Serv/CLN	Weekly	
	Peripheral walls and grills	Serv/CLN	Weekly	
	Electrical and plumbing fittings	Serv/CLN	Weekly	
	Secured areas like Hub room, server room, transport room, mail room, stores etc	Serv/CLN	Weekly	
	Brass fittings	Serv/CLN	Weekly	
	Wall paneling , wood work and metal area	Serv/CLN	Weekly	
	Cleaning of office equipments such as PC's , printers, fax machines, Photocopiers, TV, etc	Serv/CLN	Weekly	
	Building structures like columns, beams etc	Serv/CLN	Weekly	
	Workstations, cabinets, other furniture such as tables and chairs	Serv/CLN	Weekly	
	Cleaning of notice boards, paintings, fire fighting equipments etc	Serv/CLN	Weekly	
	Checking stock of housekeeping and pantry supplies and making	Rept	Weekly	

Others	inventory and ordering report			
	Carpet and chairs shampoo,	Serv/CLN	Need Basis	
	Glass Façade cleaning,	Serv/CLN	Need Basis	
	Deep cleaning of Marble surface	Serv/CLN	Need Basis	
	Crystallization of floor	Serv/CLN	Need Basis	

Pest Control

- The FM Service Provider is to provide a total pest control service for the Premises in order to keep British Council Premises free from mosquitos, rodents, bugs, insects etc.
- The FM Service Provider shall provide a full action plan for dealing with the range of pests encountered within the Premises. The FM Service Provider is required to carry out a detailed survey of the site. The findings and results of the survey, together with other information, are then used in formulating the action plan, of which control is a major part.
- The FM Service Provider shall determine the site conditions and make a list of all the pests identified during the site visit. All Health & Safety issues must be addressed, regarding access, dangers regarding the type of pest and possible treatments, and therefore the relevant legislation that has to be adhered to.
- British Council requires a pest control service that would control, if not eradicate all pests from site, including the removal of dead creatures. British Council will look for the FM Service Provider to use the most effective and humane methods possible.
- Within the Pest Control service the FM Service Provider shall provide a pigeon and bird control service, to minimize the presence of pigeons and other birds at the Premises, and to clean the exteriors of Premises to keep the Premises regularly free of bird droppings (where applicable).
- FM Service Provider should possess PAKISTAN PEST CONTROL Certification and shall provide the same (PPC Number) to British Council.
- Inspection and service will take place during visits to the premises by the FM Service Provider. Visits will be of three types and conditions should be developed covering each:
- A pre-arranged number of regular inspections will be carried out by the FM Service Provider sufficient to meet all statutory and best practice requirements.
- Emergency call outs and follow up treatments should be regarded as additional to routine inspections.
- The FM Service Provider may include a routine inspection during an emergency call out or follow up only if:
- All inspection points are covered in addition to emergency or follow up work.
- Additional follow up visits may be required to reinforce control measures. These will often occur at the beginning of a contract to rid premises of existing infestations and following emergency call outs to ensure that actions taken prevent infestations from developing.

- Legislation restricts what pesticides can be used, where and how. Only adequately trained personnel may use pesticides or make decisions about how they are used. The FM Service Provider is required to comply with all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules relating to Biological Agents. Selection of the appropriate pesticide is the FM Service Provider's responsibility. Methods are to be efficient but carried out in a humane way.
- Reports should be written at the survey stage and after each site visit. The reports should be clear, concise and complete. They should contain a summary of what was found, what action and what precautions should be taken in future.
- The FM Service Provider shall institute a system of written reports on all site visits. These should be dated and describe the extent of treatments undertaken. Only approved pesticides must be recommended, and used in accordance with the label instructions and conditions and all National, local or other statutory or governmental directives, orders, acts, laws, codes, regulations, or rules. The identity of all pesticides applied should be recorded, together with any warnings/ precautions to be undertaken by British Council staff in relation to the pesticides applied/ work carried out.
- FM Service Provider shall provide material data sheets of the pesticides/chemical used in Company premises.
- Certificates must be provided showing each of the technician's qualifications and aptitudes in the Pest Control techniques and processes (where applicable).

Operating Schedule for Pest Control Services

Description	Parameters	Task	Frequency	Remarks
Routine treatment	General pest control	Oper, Chk	Fort nightly, Need basis	
	Rodent and Lizard control, Fumigation, fogging	Oper, Chk	Monthly	
	Cockroach Gel	Oper, Chk	Quarterly	
Special service	Treatment for specific seasonal pest problems before the start of season	Oper, Chk	Need Basis	

	Special service for Birds, Honey bee, cats and snakes	Oper, Chk	Need Basis	
	Termite treatment	Oper, Chk	Need Basis	

Office Plants and Flowers

This section shall include but not be limited to the following

- All office planting works shall be undertaken in a manner so as to maintain a pleasing, tidy appearance
- All plant specimens shall be maintained so that they are in healthy growth
- All plant specimens shall be kept to an acceptable height and form and shall be pruned in accordance with good horticultural practice
- A fully detailed asset register detailing all plant specimens shall be kept by the FM Service Provider detailing type, location, condition and frequency of visit for all plants on display at each location
- All pots/ containers shall be cleaned and replaced where necessary
- All plant specimens, which have or appear to be dying shall be removed and replaced as soon as possible following removal of dead plant(s) by a suitable replacement

Carpet cleaning

- British Council requires the provision of a professionally managed carpet Cleaning service. The FM Service Provider shall clean complete carpet area as per the cycle decided by
- The FM Service Provider shall provide all equipment, supplies, and manpower for completing this activity
- FM Service Provider shall have the provision of both dry and wet shampooing as per the requirement of British Council.
- FM Service Provider shall get the equipment approved from British Council for the load and other technical specifications
- FM Service Provider shall have dedicated set of machines only for Company site and these should always be available at any given point of time
- A schedule of such cleaning would be given by the FM Service Provider and approved by British Council.
- FM Service Provider shall begin the cleaning operation by removing all movable furnishings from the carpeted areas, placing the furnishing in appropriate temporary locations and shall conclude the operation by replacing furnishings to their original locations once the carpet is dry
- Caution signs needs to be set up before the commencement of work
- Appropriate time should be given for the drying of the shampooed area and till such time the area should be barricaded
- All paper, gum, rubber bands, staples, paper clips and other debris shall be removed from the carpeted area

- FM Service Provider to use appropriate industrial wide commercial standard material pre-approved by British Council.
- All spots and stains shall be treated with an approved spot cleaning solution and a soft bristle brush and shall continue until as much of the spot or stain as possible has been removed.
- Clean all carpet area throughout the premises, unless otherwise stated. Access to locked areas is to be arranged with the Client's Representative.
- Leave carpet clean, dry and free from any stains. There must be no evidence of any tea coffee stains,
- FM Service Provider shall take precautions against furniture damage and post shampooing splash, cleanup walls etc.
- FM Service Provider shall redo the shampooing of the area that is done unsatisfactorily at no additional cost.
- British Council shall provide storage space for cleaning material and equipment. It is the responsibility of the FM Service Provider to maintain the area in neat and orderly manner.
- FM Service Provider shall follow the safety regulations of British Council.
- FM Service Provider shall follow the security regulations of British Council like usage of access cards, wearing and displaying ID cards etc
- Carpet shampooing will be done on need basis at extra cost

Window cleaning

- British Council requires the provision of a professionally managed Window Cleaning service. The FM Service Provider shall clean all external glass surfaces and internal surface of specific areas
- FM Service Provider shall either provide these services by using the equipment provided by British Council or bring its own equipment if required
- FM Service Provider shall also have provision of using different techniques like spider technique etc for areas requiring the same
- FM Service Provider shall provide all cleaning material and ensure that meets the quality specifications required for the cleaning
- The FM Service Provider would appoint a site supervisor who would be responsible for monitoring the services and shall inform British Council representative before starting and after completing the job on a daily basis during the cleaning cycle
- The FM Service Provider shall ensure that the manpower used are trained and experienced and are wearing proper safety gear and uniform
- FM Service Provider will be required to sign off British Council safety guideline document
- FM Service Provider would produce necessary license/ approvals if required under health and safety norms
- All floors and furniture are to be adequately protected before the commencement of work
- Clean all glazing throughout the premises, unless otherwise stated. Access to locked areas is to be arranged with the British Council representative
- Leave glazing clean, dry and free from smears. There must be no evidence of run marks, stains or finger marks on glass, window ledges, sills, paintwork or surrounds
- It is incumbent upon the FM Service Provider to apprise Himself of any safety measures necessary for the discharging of His obligations and to make adequate arrangements for their provision. Where these are available from British Council the FM Service Provider must ensure that he satisfies himself as to their proper working order. Where such equipment is

not provided or available from British Council the FM Service Provider shall provide it. The cost of providing such safety equipment shall be borne by the FM Service Provider.

- Risk assessments must be carried out and a site-specific insurance policy must be submitted and agreed with British Council, prior to the commencement of work.
- The FM Service Provider shall be responsible for any loss or damage to British Council property due to negligence of FM Service Provider team & will pay the repair / replacement cost.
- FM Service Provider shall redo the cleaning of the glass/ area that is done unsatisfactorily at no additional cost

Sewer cleaning

- FM Service Provider shall carry out the Tank Cleaning on regular intervals depending upon the usage of the Tank/ contamination
- FM Service Provider shall clean the tank on Half yearly basis for any
 - Deposits
 - Sediments
 - Algae Growth
- FM Service Provider shall carry out these activities as per standard operating procedures which shall include but not be limited to the following activities
 - Draining the contents
 - Ventilation of the Tank for any gases
 - Vacuumising
 - Pressure Wash
 - Manual Scrubbing
 - Suck out
- The FM Service Provider shall provide all equipment, supplies, and manpower for completing this activity
- FM Service Provider shall get the equipment approved from British Council for the load and other technical specifications
- Caution signs needs to be set up before the commencement of work
- FM Service Provider shall follow the safety regulations of British Council.
- FM Service Provider shall follow the security regulations of British Council like usage of access cards, wearing and displaying ID cards etc
- FM Service Provider shall get any specialized chemicals if required for cleaning depending upon the contamination. Approved by British Council before use
- The FM Service Provider will ensure that all trash is properly disposed outside British Council site and the affected area cleared and cleaned at the end of the job

Operating Schedule for Sewer Cleaning

Description	Parameters	Task	Freq	Remarks
Sewer and tank cleaning	Cleaning of all rain water drain line system.	Serv/CLN	Weekly	

	Cleaning of all rain water main holes.	Serv/CLN	Weekly	
	Cleaning of all sewer water drain line system	Serv/CLN	Weekly	
	Cleaning of all sewer water man holes.	Serv/CLN	Weekly	
	Cleaning of all basement sumps	Serv/CLN	Weekly	
	Cleaning of all basement drain lines	Serv/CLN	Weekly	
	Cleaning of all overhead water tanks.	Serv/CLN	Half Yearly	
	Cleaning of all under-ground water tanks.	Serv/CLN	Half Yearly	
	Cleaning of all under-ground fire tanks	Serv/CLN	Half Yearly	

Waste Management

- Kitchen Waste:
 - All food waste from the Cafeteria and the Pantries are to be collected and stored at the designated areas at regular intervals
- Paper Waste:
 - All paper waste to be removed as and when required and at regular intervals

- Renovation Debris:
 - Renovation Debris is to be stored at designated space at designated area
 - The FM Service Provider undertaking the renovation work would remove the debris when it amasses to a volume equivalent to a tempo load
 - If the FM Service Provider fails to remove the debris, it is to be removed by the Building Management Team, at the FM Service Provider's cost. Responsibility of Facility Manager to ensure adherence
 - FM Service Provider should ensure that 100% of recyclable waste is being recycled

Supervisor- Soft Services

- Exposure to event management
- Good at PC literacy
- Good communications skills

Housekeeping:

- Should have basic knowledge of Housekeeping chemicals and their dilutions etc. Should have experience in operating vacuum cleaners etc.

SCHEDULE FOR VARIOUS ACTIVITIES

Legends Used	
Operate	Oper
Refill	Ref
Repair	Rep
Replace	Repl
Check / inspect	Ch/Insp
Report	Rept
Service / clean	Serv/CIn
Daily	Daily
Weekly	Weekly
Monthly	Monthly
Quarterly	Quarterly

Half Yearly	Half Yrly
Annually	Annually
Need Basis	Need Basis

Training:

All employees should have basic training in Maintenance / Security & Health and Safety.

8 Mandatory Requirements / Constraints

8.1 As part of your tender response, you must confirm that you meet the mandatory requirements / constraints, if any, as set out in the British Council's specification forming part of this RFP. A failure to comply with one or more mandatory requirements or constraints shall entitle the British Council to reject a tender response in full.

9 Qualification Requirements

9.1 As part of your tender response, you must confirm compliance with qualification requirements. A failure to comply with one or more such qualification requirements shall entitle the British Council to reject a tender response in full.

1. Commercial.
2. Technical.

10 Key background documents and further information

10.1 Further relevant background documents / information may be provided to potential suppliers as set out below, as an Annex to this RFP and/or by way of the issue of additional documents / links to additional information / documents. Where no such information / documents are provided, this Section of the RFP will not apply.

11 Timescales

11.1 Subject to any changes notified to potential suppliers by the British Council in accordance with the Tender Conditions, the following timescales shall apply to this Procurement Process:

Activity	Date / time
RFP Issued to bidding suppliers	31.08.2016
Deadline for clarification questions (Clarification Deadline)	10.09.2016
British Council to respond to clarification questions	20.09.2016
Deadline for submission of RFP responses by potential suppliers (Response Deadline)	25.09.2016
Final Decision	To be finalised
Contract concluded with winning supplier	To be finalised
Contract start date	To be finalised

12 Instructions for Responding

12.1 The documents that must be submitted to form your tender response are listed in clause 12 (Submission Checklist) (Supplier Response) to this RFP. All documents required as part of your tender response should be submitted to Khurram Shakeel (Pakistan) Khurram.Shakeel@britishcouncil.org.pk and Muhammad Ali (Pakistan) Muhammad.Ali2@britishcouncil.org.pk no later than 25/9/2016.

12.2 The following requirements should be complied with when submitting your response to this RFP:

- Please ensure that you send your submission in good time to prevent issues with technology – late tender responses may be rejected by the British Council.
- Do not submit any additional supporting documentation with your RFP response except where specifically requested to do so as part of this RFP. PDF, JPG, PPT, Word and Excel formats can be used for any additional supporting documentation (other formats should not be used without the prior written approval of the British Council).
- All attachments/supporting documentation should be provided separately to your main tender response and clearly labelled to make it clear as to which part of your tender response it relates.
- If you submit a generic policy / document you must indicate the page and paragraph reference that is relevant to a particular part of your tender response.
- Unless otherwise stated as part of this RFP or its Annexes, all tender responses should be in the format of the relevant British Council requirement with your response to that requirement inserted underneath.
- Where supporting evidence is requested as 'or equivalent' you must demonstrate such equivalence as part of your tender response.
- Any deliberate alteration of a British Council requirement as part of your tender response will invalidate your tender response to that requirement and for evaluation purposes you shall be deemed not to have responded to that particular requirement.
- Responses should be concise, unambiguous, and should directly address the requirement stated.
- Your tender responses to the tender requirements and pricing will be incorporated into the Contract, as appropriate.

13 Clarification Requests

- 13.1 All clarification and site survey please coordinate with Rahim.Artani@britishcouncil.org.pk no later than 10/9/2016. The British Council is under no obligation to respond to clarification requests received after the Clarification Deadline.
- 13.2 Any clarification requests should clearly reference the appropriate paragraph in the RFP documentation and, to the extent possible, should be aggregated rather than sent individually.
- 13.3 The British Council reserves the right to issue any clarification request made by you, and the response, to all potential suppliers unless you expressly require it to be kept confidential at the time the request is made. If the British Council considers the contents of the request not to be confidential, it will inform you and you will have the

opportunity to withdraw the clarification query prior to the British Council responding to all potential suppliers.

- 13.4 The British Council may at any time request further information from potential suppliers to verify or clarify any aspects of their tender response or other information they may have provided. Should you not provide supplementary information or clarifications to the British Council by any deadline notified to you, your tender response may be rejected in full and you may be disqualified from this Procurement Process.

Criteria	Weighting
Agreed on BC contractual terms	10%
Client References for providing similar services	25%
Adherence to Requirements of RFP	20%
Costing	45%

- 14.3 Scoring Model – Tender responses will be subject to an initial review at the start of Stage 3 of the evaluation process. Any tender responses not meeting mandatory requirements or constraints (if any) will be rejected in full at this point and will not be assessed or scored further. Tender responses not so rejected will be scored by an evaluation panel appointed by the British Council for all criteria other than commercial using the following scoring model:

List of Annex forming part of this RFP (issued as separate documents):

Annex 1 - Terms and Conditions of Contract



Contract.doc