



**REQUEST FOR PROPOSAL (RFP) FOR ENGAGING SERVICE PROVIDERS  
FOR HOUSE KEEPING HOSTING IBA WOMEN'S WORLD BOXING  
CHAMPIONSHIP, DELHI, 2023**

**DATE OF ISSUE:**2/16/2023

**LAST DATE & TIME OF SUBMISSION OF PROPOSAL:**4:00 PM on March 01, 2023

**PLACE OF SUBMISSION OF BIDS**

Boxing Federation of India  
323 Udyog Vihar, Phase IV  
Gurgaon, Haryana, India, 122016  
Email id: [boxingfederation@boxingfederation.in](mailto:boxingfederation@boxingfederation.in)  
Contact: 0124-4370792

**(No Bids to be submitted on Email. Bids Submitted on Email will be cancelled)**

## **1. BOXING FEDERATION OF INDIA**

- a) Boxing Federation of India (BFI) is the National Federation for the sport of Boxing in India. It was established in 2016 and recognized by the Government of India (Ministry of Youth Affairs & Sports), the Indian Olympic Association and the International Boxing Association (IBA). Since its very inception, the BFI has made rapid strides for improvement of the sport of boxing, focusing on the core development of the sport at grass-root level. By strategic planning and professional management, the BFI has been able to make a mark in the international arena.
- b) BFI hosted Youth Women's World Boxing Championship at Guwahati in 2017, and Women's World Boxing Championship, 2018 in New Delhi. The efforts of BFI during this short span have been lauded by the IBA. IBA has awarded the Women's World Boxing Championships, 2023 to India and the Championship will be held in New Delhi from 15<sup>th</sup> to 26<sup>th</sup> March, 2023.
- c) The present RFP relates to organization of IBA Women's World Championship, 2023 to be held in New Delhi.

## **2. PRESENT RFP IS FOR HOUSEKEEPING**

The Pre-bid format is in **Annexure-A**. Commercial bid formats are mentioned in **Annexure-B**. The detailed scope of work and BOQ for the present RFP is enclosed as **Annexure- C & D** respectively.

## **3. Qualification criteria**

- a) The bidder or the service provider must have provided such services to events of international standards during the last five years.
- b) The bidder should not have been blacklisted by any agency during the last ten years.
- c) The bidder should have all necessary clearances, if any required from respective government agencies to provide these services at New Delhi.
- d) The bidder should have all required statutory documents in respect of registration of company/ organization with the government agencies, income tax and GST registration and respective clearances.
- e) The Bidder must have an Average Annual Turnover of at least INR 1,00,00,000 (Rupees One Crores) for the last 3 or 5 years on account of supply and services of Housekeeping.

## **4. Bidding Process**

- a) The bids will be evaluated on the basis of qualification criteria and commercial bids. The bidders who clear the qualification criteria will qualify for the opening of the commercial bids. The L1 bidder will be allotted the work. BFI reserve the right to negotiate further with the L1 bidder.
- b) The bidders will make three envelopes– (1) Qualification Criteria Bid, (2) Commercial Bid and (3) the envelope containing the Bank Drafts for Tender Processing Fee and Bid Security. All these three

envelopes will be properly closed and sealed and then these three envelopes will be put in another covers upper scribing “RFP for Housekeeping Services” for IBA Women’s World Championships 2023” to be dropped in the drop box at the Office of Boxing Federation of India 323 Udyog Vihar Phase IV, Gurgaon – 122016 by the scheduled date and time. **Any bid sent on email will be disqualified.**

- c) Decision of the BFI in respect of the above matter will be final. There will be no appeal against the decision of the BFI. BFI reserves the right to increase or decrease the scope of work.
- d) The Qualification Bid should not contain any price information.
- e) Bidder may download the Bidding Documents from the web site- <http://boxingfederation.in/tenders-notices/>. Bidder shall ensure that their Bids, complete in all respect should be sent via Hard Copy only.

## **5. Tender Processing Fee, Bid Security & Performance Guarantee**

- a) Tender processing fee (Non-refundable) of Rs.5,000 (Rupees five thousand only) will be applicable and is to be deposited in the form of a bank draft payable to Boxing Federation of India at New Delhi.
- b) A refundable Bid Security amount of Rs. 50,000 will be applicable and needs to be deposited in the form of a bank draft payable to Boxing Federation of India at New Delhi. The Bid Security amount of the unsuccessful bidders’ will be refunded after award of work and acceptance of the work by the successful bidder(s). This amount will not earn any interest.
- c) BFI reserves the right to reject any/all the bids without assigning any reason thereof and in that eventuality the Bid Security amount will be refunded to the bidders within four weeks.
- d) In the eventuality of the successful bidder not accepting the contract or not submitting the Performance Guarantee within the stipulated date, the Bid Security amount deposited by him/her will be forfeited.

## **Annexure A**

### **Qualification Criteria/Pre-Bid Format**

- a) Name of the Company/Service Provider/Consortium:
- b) Date of incorporation of the Company:
- c) Registration Number of (a) above:
- d) PAN Number of (a) above:
- e) GST Registration No:
- f) Date since when providing these services:
- g) Undertaking for not being Blacklisted:
- h) Turnover and portion of turnover on providing services in Annexure-A:

Year	Total Turnover of the Company/Consortium (In INR)	Amount of business handled in respect of the services in Annexure-A (In INR)
April, 2022 - till date		
2021-22		
2020-21		
2019-20		
2018-19 (Optional)		
2017-18 (Optional)		

In support of claims in (b) to (g) above documentary proof must be attached along with certificates from the organizations for whom the services were rendered must be attached. In respect of turnovers, the audited balance sheet or certificate from the Chartered Accountant/Auditor should be attached. Copies of registration certificate, PAN, tax registration, GST registration and other related document need to be attached.

## **Annexure B**

### **Commercial Bid Format (To be put in a separate envelope)**

The bidder shall indicate detailed pricing as per Scope of Work/BOQ in the Aure-C & D. It needs to be summarized as mentioned below:

Scope of work/BOQ	Quantity	Unit Cost	Total Cost	Taxes with %	Grand Total

Grand Total must be mentioned in words “Rupees .....only”.

## **6. Terms of Payment:**

- a) Payment with all applicable taxes will be released after 15 days of completion of the games and on production of all bills subject to the satisfaction of the LOC (Local Organising Committee).

## **7. Dispute resolution**

- a) Before award of work, there will be no dispute and the decision of BFI will be final.
- b) After award of work, all disputes will be resolved amicably by mutual consultation.
- c) In case, still disputes remain it will be decided by Arbitration and in such eventuality the disputes will be referred to the Arbitration Commission of BFI.
- d) In case of litigation, it will be subject to the jurisdiction of the Courts of Delhi.

## **8. Force Majeure**

In case of Force Majeure, as is normally understood as per Indian Law, if the Championship does not take place after award of work, the contractor and the BFI will mutually decide on the liabilities undertaken till the stage of such declaration of abandonment of the championship. If disputes still persist, it will be resolved as mentioned in para 7 above.

## **9. Additional Notes**

- a) BFI reserves the right to vary the terms and conditions, scope of work, BOQs mentioned above at any time for operational reasons without assigning any reason.
- b) If after award of work BFI is convinced that the contractor is not fulfilling the contractual terms or is not executing works as per specification or as per satisfaction of BFI or if adequate progress of work is not there, the BFI reserves the right to terminate the contract without any further notice and assign the work or the rest of the work to another bidder/Vendor at the cost of the contractor.

**SCOPE OF WORK****Objectives**

The main objectives in the provision of Cleaning Services in the outlined venues are to:

- Plan, direct, control and deliver cleaning services for all customer groups;
- Provide cleaning services that are consistent with customer and client expectations whilst working within agreed budgets;
- Work in partnership with the BFI, IBA WOMEN'S WORLD BOXING CHAMPIONSHIP to maximize benefits from sponsorship and other supplier support, without compromising cleaning services; and
- Contribute to the overall success of the IBA WOMEN'S WORLD BOXING CHAMPIONSHIP, NEW DELHI, 2023.

**Customer Groups**

Cleaning Services at competition venues during Event Period will be provided to the following

Customer Groups	Customer Numbers
Sport; Athletes and Team Officials, Technical Officials;	
Media Services	
VIPs and Government Protocol	
Games Family	
Workforce	
Spectators	
Sponsor Services	
BFI workforce, volunteers and contractor staff	

**Equipment, Chemicals and consumables**

All cleaning equipment and chemicals required to deliver the Cleaning Services must be supplied by the Cleaning Company.

Equipment and Cleaning Material: General Equipment's or consumables to get the waste out from the site. To bring the cleaning standards at site in addition, Eco-Friendly Cleaning Chemicals, Vacuum Cleaner, Ladder, Glass Cleaning Kit, toilet soaps, tissue papers, room fresheners etc. to be used.

The Contractor shall keep an asset register of all cleaning equipment used for the provision of Obligatory Cleaning Services. This asset register will be checked by BFI when the equipment is being removed from the venue as part of the demobilization phase.

### Key Performance Indicators

The Contractor shall develop, plan and manage the appropriate Key Performance

Indicators (KPI) within the categories listed below.

The Cleaning Company's performance during the delivery of the services shall be measured against the agreed KPI's which will include:

KPI (What is measured)	Standard (Level to be achieved)	Measurement (How the standard will be measured)	Frequency (How often it will be measured)	Responsibility (Who is responsible)
Planning Milestones	As specified in the Agreement Scope of Work	Against Cleaning Service Timeline within Agreement	At the Milestone Date	Contract Cleaner Representative. C&W Cluster Manager
Staff Accreditation Quotas	Agreed Percentage s within the Agreement	Against Cleaning Service Timeline within Agreement	At the Milestone Date	Contract Cleaner Representative. C&W Cluster Manager
Staff Training, Inductions and Daily Briefings	As specified in the Agreement Scope of Work	Quality Inspection Reports	Daily	Contract Cleaner QA Representative. C&W Venue Manager
Performance of Cleaning Service and Standards	As specified in the Agreement Scope of Work	Quality Inspection Reports	Daily and Post Session	Contract Cleaner QA Representative. C&W Venue Manager
Help Line Response	As specified in the Agreement Scope of Work	Feedback from callers to help line.	Daily	Contract Cleaner QA Representative. C&W Venue Manager
Session Event Reports	As specified in the Agreement Scope of Work	Received by C&W Venue Manager	Daily	Contract Cleaner QA Representative. C&W Venue Manager



Daily Meetings	As specified in the Agreement Scope of Work	Contractors Attendance	Daily	Contract Cleaner Venue Manager. C&W Venue Manager
Client/Contractor Relations	As specified in the Agreement Scope of Work	Client Feedback	On Going	Contract Cleaner Venue Manager. C&W Venue Manager
Industrial Relations and Human Resource Management;	High staff retention, no industrial conflicts	High staff attendance , absence of industrial conflict	Daily	Contract Cleaner Venue Manager. C&W Venue Manager
“Turn Around Clean” between Sessions	As specified in the Agreement Scope of Work	Inspection prior to gate opening	Prior to each Session	Contract Cleaner QA Representative. C&W Venue Manager

These KPI's will be agreed by BFI during the planning period.

### **Quality Service & Operational Standard**

The Contractor shall implement and manage the appropriate quality service standards and cleaning operational standards to meet customer expectations.

Quality service standards should also include the appropriate ratios of staff to customers in the patron areas

### **Cleaning Standards Per BFI**

<b>DESCRIPTION REGARDING CLEANING AREA</b>	<b>LEVEL A EXCEPTIONAL</b>	<b>LEVEL B HIGH</b>	<b>LEVEL C STANDARD</b>	<b>LEVEL D MINIMAL</b>
VIP / VVIP Lounge	Yes			
Games Family		Yes		
Athlete Areas		Yes		
Media Areas		Yes		
Media BOH			Yes	
Corp. Function Areas		Yes		
Public Seating			Yes	
Public Toilets			Yes	
Bar/Snacks Areas			Yes	

Public Concourses			Yes	
Ticket Offices			Yes	
Walkway & Stairwells			Yes	
Grassed Areas			Yes	
Parking Areas			Yes	
Rubbish Containers			Yes	
Admin. Offices			Yes	
Staff Break Area			Yes	
Staff Toilets/Change			Yes	
First Aid			Yes	
Police			Yes	
BOH and Operational Support Areas			Yes	

## **Application of Quality Standards**

### **Quality Level “A”**

Quality level “A” (exceptional) generally applies only to the areas specified as areas frequented by the Royal Family or visiting Heads of State. Areas specified as standard “A” are to be subjected to comprehensive and regular inspections with a view to rectifying any faults immediately. Toilets are to be subjected to continuous cleaning. Immediate and unobtrusive response is required to respond to all contingencies. The object is to preserve the facility as new and therefore while temporary measures may be taken to clean up while the venue is in use, it is expected that the area will be brought back to pristine condition before its next use. For example, should wine be spilt on a carpet during the event we would expect it to be mopped up almost immediately, but it would not be expected that the carpet would be spot steam cleaned while the area was still in use. It would however be expected that the wine stain would be removed before the next function in the area.

### **Quality Level “B”**

Quality level “B” is similar to level “C” except that more attention is required to physical appearance. Regular inspections are required with a view to maintaining the facility in good condition. Prompt response to failures during normal hours is also required with immediate response to emergency failures. The cleaning required is cyclic and generally more frequent than daily, though common sense must apply and some elements of the venue will require more frequent attention than others. This includes the VIP lounge, Sponsors and Athlete Areas.

### **Quality Level “C”**

Quality level “C” (standard) is the normal cleaning standard. The aim here is to preserve essential functionality and rectify faults before further damage. Frequency of cleaning should ensure deterioration is not perceived as unacceptable by general public standards. Litter in public walkways should not be allowed to accumulate for long periods. A prompt response time to “help line” calls is expected when urgency is stated. Basically, level “C” provides for a daily clean with a better response time than “D” and more regular attention to toilets and public areas. Cleaning the seating bowl should occur between sessions and be clean and litter free prior to gates open at the next session.

### **Quality Level “D”**

Where quality level “D” (minimal) is specified, it is important that the cleaning areas are not over serviced. Rosters and other resources are based on achieving a “D” outcome. In reference back to the modified cleaning levels matrix it can be seen that the general requirement is to preserve essential functionality. Public areas and toilets are to be cleaned once daily and on response to call-out. Other things are cleaned periodically on an as required basis. Emergency call-out is limited to safety and security matters. You would thus apply your resources to achieving the tasks listed in your task list and responding to additional demands as soon as possible.

## **CLEANING TASKS**

The cleaning tasks the Contractor shall perform in delivering the Services shall be as specified below:

### **General**

At all times antibacterial procedures are to be practiced to ensure minimal mildew or fungi growth. All floor areas are to be cleaned thoroughly each day. Pedestal pans, seats, urinals and hand basins are to be cleaned thoroughly each day. Wall tiles are to be wiped free of dust and surface soil.

Wall mirrors are to be wiped free of finger markings and surface soil, leaving no streaking. Soap dispensers where supplied shall be cleaned, checked and re-filled as required. The Contractor shall remove and dispose of used hand towel paper and cloth (if provided and if so required) and shall check supply of toilet paper and paper towel and replace as required.

All sanitary napkin containers are to be monitored and BFI is to be notified if additional service is required.

Description regarding cleaning area	Locations	Activities Required
-------------------------------------	-----------	---------------------

Male/female/Accessible toilets:	<b>All Toilets</b>	<ul style="list-style-type: none"> <li>a) Thoroughly clean all hand basins with appropriate cleansers;</li> <li>b) Clean and sanitise all toilet bowls, lids, seats and cisterns;</li> <li>c) Supply and replenish toilet paper, hand towel and soap (which for clarity may be Approved Product from an Approved Supplier);</li> <li>d) Clean and wipe mirrors, sills, ledges, stainless steel fittings, basin taps;</li> <li>e) Thoroughly clean and sanitise urinals;</li> <li>f) Remove chewing gum;</li> <li>g) Clean all walls and maintain in clean and hygienic condition;</li> <li>h) Clean and disinfect all flooring. Remove chewing gum/tape residue;</li> <li>i) Remove all rubbish from waste bins and replace bin liners;</li> <li>j) Clean windows (Pre / Post games only);</li> <li>k) Toilet cistern ducts to be cleaned.</li> <li>l) Must have dedicated presence/staff to cleaning spectators, games family and VIP toilets during Competition.</li> </ul>
<b>Lifts</b>	<b>ALL Venues</b>	<ul style="list-style-type: none"> <li>a) Thoroughly clean and wipe walls, flooring and sliding door tracks;</li> <li>b) Vacuum carpet and remove stains and spillages.</li> <li>c) All interior surfaces and floor to be Cleaned in accordance with the appropriate directions within this document.</li> </ul>
<b>Hospitality Area</b>	<b>ALL Venues</b>	<ul style="list-style-type: none"> <li>a) Clean and wipe all stainless steel including sink and taps;</li> <li>b) Dust and wipe all surfaces including timber/metal/glass;</li> <li>c) Empty and clean waste bins and replace bin liners;</li> <li>d) Collect recyclable materials where possible;</li> <li>e) Remove marks from walls and furniture;</li> <li>f) Thoroughly vacuum carpets;</li> <li>g) Remove stains where required;</li> <li>h) Thoroughly clean and/or polish tiled flooring, deodorise room;</li> <li>i) Wipe clean doors and jambs;</li> <li>j) Clean view windows, balconies, rails and seats;</li> <li>k) Remove unwanted programs and advertising Materials.</li> </ul>
<b>Change Room &amp; Showers Facility</b>		<ul style="list-style-type: none"> <li>a) Clean and sanitise shower facilities. Remove chewing gum/tape residue;</li> <li>b) Supply and replenish toilet paper, paper towel</li> </ul>

		<p>and soap;</p> <p>c) Clean walls and floors and maintain in clean and hygienic condition;</p> <p>d) Clean and disinfect all hard floor surfaces;</p> <p>e) Wipe/Polish all vinyl or rubber flooring;</p> <p>f) Clean and wipe mirrors, clean ledges, furniture and sills;</p> <p>g) Collect used cloth hand/bath towels;</p> <p>h) Replace/Empty SHARPS containers as required.</p>
<b>Ticket Offices</b>		<p>a) Remove rubbish from waste receptacles (Replace bin liners);</p> <p>b) Dust and wipe clean sills, ledges, furniture and equipment;</p> <p>c) Sweep and mop hard floor surfaces, turnstile enclosures and equipment;</p> <p>d) Thoroughly clean all glass windows</p>
<b>Media &amp; Broadcast Area</b>		<p>a) Vacuum carpeted areas, sweep/mop floor surfaces and remove stains;</p> <p>b) Empty and clean waste bins, replace liners. Collect recyclable materials;</p> <p>c) Wipe clean ledges, windowsills, furniture and windows;</p> <p>d) Remove unwanted programs and literature.</p>
<b>Spectator Concession &amp; Food Stalls</b>		<p>a) Sweep, mop and / or polish all hard floor surfaces. Vacuum all carpeted areas. Remove spillages from carpeted surfaces and remove stains as applicable;</p> <p>b) Empty, clean and polish all ash trays if required;</p> <p>c) Empty, clean and wipe all bins and replace liners. Collect recyclable materials;</p> <p>d) Clean with suitable detergents all surfaces such as windowsills, bench tops, cabinets etc;</p> <p>e) Thoroughly clean all furniture including supports and bases with suitable detergents. Clean all glass surfaces;</p> <p>f) Remove marks and spillages from vertical surfaces including walls, partitions and support columns.</p>
<b>Work Compounds For all Functional Area</b>		<p>a) Empty waste containers and replace liners. Collect recyclable material;</p> <p>b) Dust all office furniture, desks, counter tops, ledges (Once a week);</p> <p>c) Spot clean doors and painted surfaces. (As required);</p>

		<ul style="list-style-type: none"> <li>d) Vacuum all carpeted areas and remove stains. (If applicable);</li> <li>e) Remove stains from carpets when necessary.</li> </ul>
<b>Break Areas</b>		<ul style="list-style-type: none"> <li>a) Wipe clean bench tops and sink areas and cabinets;</li> <li>b) Empty waste containers and replace bin liners;</li> <li>c) Remove spill marks etc. from cupboard doors;</li> <li>d) Thoroughly clean floors;</li> <li>e) Clean all furniture including supports and bases with suitable detergents.</li> </ul>
<b>Sports Specific Areas &amp; Warm Up Areas Facilities</b>		<ul style="list-style-type: none"> <li>a) Thoroughly clean all carpeted areas and remove stains;</li> <li>b) Dust and wipe all furniture, metal surfaces and equipment;</li> <li>c) Thoroughly clean all glass;</li> <li>d) Empty all waste bins and replace liners;</li> <li>e) Remove scuffmarks from all painted surfaces;</li> <li>f) Carry out any cleaning required to maintain the arena in excellent condition at all times;</li> <li>g) Collect all used cloth hand towels.</li> </ul> <p>For clarity, during the sport sessions the cleaning of the field of play is the responsibility of BFI .</p>
<b>Medical &amp; Anti-Doping Area</b>		<ul style="list-style-type: none"> <li>a) Empty waste containers and replace liners;</li> <li>b) Wipe clean and disinfect or sanitise furniture, benches and ledges;</li> <li>c) Clean and disinfect floors. Remove chewing gum;</li> <li>d) Replace/empty SHARPS containers as required.</li> </ul>
<b>Walkways and Stairwells</b>		<ul style="list-style-type: none"> <li>a) Dust and wipe clean banisters;</li> <li>b) Sweep and clean thoroughly, remove chewing gum;</li> <li>c) Wash stains from all surfaces where necessary.</li> </ul>
<b>Concourse Areas</b>		<ul style="list-style-type: none"> <li>a) Thoroughly clean all areas, remove chewing gum;</li> <li>b) Wash stains from concrete and tiled areas where necessary including mechanical scrubbing;</li> <li>c) Empty and clean all rubbish bins. Collect recyclable materials.</li> </ul>
<b>Seating Areas</b>		<ul style="list-style-type: none"> <li>a) Thoroughly clean and remove all refuse from areas. Mop up spillages;</li> <li>b) Wash down all areas where necessary. Remove chewing gum.</li> </ul>

<b>Seating</b>		<ul style="list-style-type: none"> <li>a) Thoroughly clean all seats -wipe clean where necessary, pressure clean, hose and scrub where required.</li> <li>b) Spot clean all fabric and leather chairs as required.</li> </ul>
<b>Grass Areas (excluding playing fields)</b>		Litter pick all refuse
<b>Parking Areas, Driveways, Roads and Footpaths</b>		<ul style="list-style-type: none"> <li>a) Maintain all areas free from litter;</li> <li>b) Spot clean spills and Remove chewing gum;</li> <li>c) Empty and clean all rubbish bins. Collect recyclable materials;</li> <li>d) Clean grates and refuse from tops of storm water drains.</li> <li>e) Car parks and gutters to be swept by mechanical suction sweeper device.</li> </ul>
<b>Change Rooms And Shower Facilities.</b>		<ul style="list-style-type: none"> <li>a) Clean, disinfect and sanitize shower facilities;</li> <li>b) Walls and furniture to be maintain in clean and hygienic condition;</li> <li>c) Clean and disinfect all hard floor surfaces. Includes vinyl/rubber flooring;</li> <li>d) Collect used cloth towels;</li> <li>e) Replace/empty SHARPS containers as required.</li> </ul>
<b>Police Room</b>		<ul style="list-style-type: none"> <li>a) Empty waste containers and replace liners;</li> <li>b) Wipe clean and disinfect or sanitize furniture, benches and ledges;</li> <li>c) Clean and disinfect floors. Remove chewing gum;</li> <li>d) Replace/empty SHARPS containers as required.</li> </ul>
<b>Rubbish Containers (Bins and skips)</b>		<ul style="list-style-type: none"> <li>a) Thoroughly clean and deodorize all Front of House bins and skips after emptying and ensure rubbish collection areas are kept in clean condition. Report damaged</li> <li>b) Equipment to BFI C&amp;W Manager;</li> <li>c) Back of House bins to be washed down at the conclusion of use;</li> <li>d) Any missing equipment to be reported directly to the Venue operations manager.</li> </ul>
<b>Facade/Glass</b>		<ul style="list-style-type: none"> <li>a) Wipe and clean facade or curtain glass from</li> </ul>

		inside and outside up to 10m height from ground level.
<b>All Areas</b>		<ul style="list-style-type: none"> <li>a) All litter picking over the entire site including garden beds;</li> <li>b) Window/glass cleaning &amp; pressure washing to required frequencies;</li> <li>c) The clearing of all waste streams, to the on-site waste compound.</li> </ul>

### **Cleaning Help Line**

The Contractor will be expected to operate a Help Line for the reporting of emergencies and enquiries with regards to cleaning. The Contractor is required to submit the standard to which this will be maintained along with the reporting procedure and feedback process.

Ceremonies (Partial Rehearsals, Full Rehearsals, Opening & Closing Ceremonies)

- a) High Standard Cleaning and waste collection of Rehearsal Area.
- b) Litter picking from in and around the area.
- c) Cleaning up and maintenance of Green rooms and toilets Male/Female.
- d) Empty waste containers and replace liners.
- e) Clean and disinfect with approved chemicals (by BFI) all hard floor surfaces.

### **OPERATIONAL PHASES**

The Contractor shall perform the Services in accordance with the following operational phases:

#### **Pre Games Period**

##### **General**

The Pre-Games Period commences from the exclusive use date as specified in the Venue Operating Period and Dates for the Venue and is complete when the competition period commences. The Services will commence with day to day cleaning requirements for locations including offices, staff toilets and other facilities in daily use culminating with post set up cleans and finalizes with the venue readiness clean for the competition program commencement. All the windows of venues need to be clean to a high standard prior to the first day of competition.



**Specifications:**

- a) Thoroughly clean all office areas and administration areas daily to standards detailed.
- b) Sweep and remove litter from all roadways, parking areas and grounds in general daily.
- c) Clean function rooms as required when used for meetings, courses, conferences etc.
- d) Other cleaning duties as reasonably requested by BFI.

**Pre-Event Day Cleaning****General**

The thorough cleaning of all areas immediately prior to gates opening on an event/operations day to ensure the particular facilities to be open during the event/operations day are clean and ready for use. This includes all spectators seating.

The pre event day cleaning may be restricted to specific areas. The pre event day cleaning will be required in areas that have been used and it is reasonably expected may be unclean.

**Specifications:**

- a) Replenish all hand towels, toilet paper, hand-soap etc. throughout all toilet facilities;
- b) Carry out any cleaning made necessary by workforce, tradespersons or caterers working throughout stands or the Venue;
- c) Place rubbish bins throughout stands and the Venue in readiness for event day;
- d) Carry out work necessary to ensure stands, Venue and grounds are clean and ready for the event day;
- e) Delivery of clean towels to change rooms and showers (if required and requested by BFI ).

**Event Session and Turnover Cleaning****General**

Provide the necessary Personnel including supervisory staff, during a session to maintain all areas are in a clean state throughout the Event session in accordance with the Quality Standards. This includes having a resource to provide emergency cleaning Personnel to cope with problems arising whilst the session is in progress and clean all areas used after each ticketed first session in readiness for the second ticketed session to the agreed standards.

It should be noted that the turnover clean must be carried out immediately after the conclusion of the session and completed prior to the next session commencing. It is stressed that all areas must be cleaned including spectator seating in readiness for the following session. Gates will open two hours before the commencement of each sport session.

### **Specifications:**

- a) Empty and clean all rubbish bins and replace bin liners, when necessary, throughout the session.
- b) Remove all rubbish from the grounds as it accumulates.
- c) Maintain all lounge areas free from litter whilst session is in progress.
- d) Provide an ongoing cleaning service to all corporate and sponsor areas throughout the session.
- e) Remove and dispose of all rubbish around food outlets to the waste compound as and when necessary during session.
- f) Maintain all access areas - corridors, stairs, foyers and lifts etc. free from litter and rubbish throughout session.
- g) Clean all toilet facilities on a rotational basis throughout session.
- h) Replenish all toilet facilities with hand towels, soap and toilet paper throughout session.
- i) Provide management and supervisor staff to co-ordinate operations during session.
- j) Co-ordinate operations during session with venue management and provide emergency personnel to cope with any cleaning emergency as it arises.
- k) Ensure all Personnel are uniformed, neat in appearance and courteous at all times.
- l) Report any suspicious packages within the waste containers or stadium in general to the security office immediately.

### **Post Day Clean**

#### **General**

To clean all areas used during an Event day to the highest standards. It should be noted that the major post clean must be carried out immediately following a fixture, except where fixtures are running concurrently, in which case the major post clean must be completed two hours prior to advertised gate opening times on the next day. All areas must be cleaned in readiness for the following fixture.

## **Post Games Cleaning**

### **General**

This period commences at the completion of the Games programs at the Venue until the exclusive handover date for that Venue. The cleaning will cover the pull down period for the return of the Venue to its original state including high glass clean, power scrubbing, pressure washing and steam cleaning.

### **Specifications (On an “As Required” basis):**

- a) Thoroughly clean all concrete areas; seating areas, walkways, stairwells and concourse areas throughout the grounds using high pressure water cleaners and using suitable degreasers and detergents.
- b) Remove all graffiti from walls, toilets, seating doors etc. throughout the complex using appropriate solvents or detergents.
- c) Thoroughly clean all doors, and shutters throughout the complex.
- d) Scrub and wash painted ledges beneath windows (external).
- e) Wash all light fittings (excluding sports lighting) throughout all buildings and grounds.
- f) Clean and dust all television monitors throughout the stadium.
- g) High dust all ceilings, cornices and air conditioning ducts.
- h) Remove all refuse and sweep clean rooms.
- i) Wash all vertical surfaces to remove stains, marks, dust and grime.
- j) Steam clean, shampoo or dry clean all carpeted areas in accordance with the requirements of the floor surface.
- k) Remove rust pitting and rust stains from all metal surfaces with particular attention to lift doors, panels and surrounds.
- l) Drainage pits sumps and gutters to be cleared and cleaned.
- m) Thoroughly wash and polish all glazing not included in daily or post fixture cleaning.
- n) Report repairs required of a minor nature.

## **Removal of Waste Materials**

### **General**

The Contractor is required to provide all machinery, equipment and operative to remove all waste materials, including kitchen waste to the waste compound(s) as required during and after each fixture (**Primary Waste Collection**). Where these specifications refer to the collecting of recyclables and emptying waste containers, the refuse and recyclables are to be taken to the waste compound(s). The Contractor will have to take care of disposal of waste from primary waste collection area to secondary dumping ground. It is the responsibility of Contractor to do tie ups with local Municipal Corporation to facilitate the waste disposal as per the rules and guidelines of BFI. The Contractor must manage the waste compound to ensure that it is kept in a clean, hygienic and tidy state at all times.

#### **Specifications:**

- a) Prior to commencement of the post Event cleaning, collect all materials from seating areas, dining rooms, bars, kitchens, corporate suites etc. and deposit recyclable materials in appropriate containers.
- b) Collect daily all recyclable materials from office areas, sports areas, toilets and change rooms.
- c) After collection sort and pack all recyclable materials into appropriate containers. .  
Promote and encourage all forms of recycling within the grounds. The Contractor must ensure that the BFI waste streaming policy is adhered to in the removal and disposal of all waste.
- d) The cleaning services Contractor must ensure all waste materials are stored and managed in the appropriate bulk waste containers in the waste compound in preparation for waste collection by the waste contractor.
- e) The Contractor must ensure that the cleaning compound is kept clean, tidy at all times in accordance with health and safety standards.

#### **Venue Periods:**

<b>Total Days of Service Required</b>	<b>21</b>
<b>Pre Event Phase (refer point d)</b>	<b>7</b>
<b>Event Phase (refer point e)</b>	<b>12</b>
<b>Post Event Phase (refer point f)</b>	<b>2</b>

**\*\* Any additional days of service required will be notified to the service provider (billing on actual basis)**

**a) Fit out Phase**

During fit out the Overlay team and Games contractors fit the Venue out to its Games configuration. The Site Manager has the delegated authority in the Venue during this phase.

**b) Bump-in Phase (2 Days prior to Event)**

During this phase the Logistics team oversees the installation of Furniture Fittings and Equipment (FF&E). Once the FF&E is installed the Technology team commences positioning and connecting the IT equipment.

**c) Move-in Phase**

In this phase the Venue team moves to the Venue. It is imperative for safety and efficiency reasons that they do not move prior to this phase. Once at the Venue FA's will check their spaces and match planned requirements against actual areas and ensure all requested items are installed. Once they are satisfied they will sign off and accept their space and commence operations.

**d) Pre-Games Operations Phase (7 Days prior to Event)**

In this phase Cleaning and Waste service provider will be on board and start working as per requirement. And this phase would be utilized by FAs to test and rehearse their operations, Broadcast would check camera positions, Sport would rehearse FOP access etc. The Venue team could rehearse a controlled evacuation and also commence working to a DRS. the Athletes Village would have commenced operations and athletes would be on site to train and familiarize themselves with the Venue. Rehearsals for Opening & Closing Ceremonies will be enduring during this period.

**e) Games Operations Phase (12 days of event)**

In this phase the Venue would be fully operational with all competition and associated activities taking place.

**f) Bump-out Phase (2 days post event)**

During Bump-out, Logistics would remove all equipment previously installed; however, each FA within the Venue would be responsible for packing their own equipment and workspaces.

Once the Venue team shifts back to only a skeletal staff would remain on site to ensure the bump out phase is conducted safely and maintain a security presence.

**g) Retro Fit Phase**

During this phase the Overlays team would ensure removal of all overlay items and get the Venue restored to its former condition.

**h) Consumables Chemicals and Tools required:**

S.No.	Items
1	BLICHING POWDER
2	BUCKET
3	DUST CONTROL BLUE
4	DETOL HAND WASH 250 ML
5	DUST PAN
6	DHOTI OLD
7	PHYNIL
8	COBWEB BRUSH
9	FLOOR MOP 24X24
10	SOFT BROOM
11	PLASTIC MUG
12	TIOLET ROLL
13	TEESU PAPER BOX
14	ODONIL
15	DUSTER WHITE
16	SCOTCH BRITE
17	SPRAY BOTTLE
18	HARD BROOM
19	GARBAGE BAG IST BIG/SMALL
20	BRASSO 500ML
21	R-2
22	R-3
23	R-5
24	R-6
25	R-9
26	SPIRAL TASKI
27	D-7
28	STEEL JUNA
29	PLASTIC JUNA
30	DUSTBIN MEDIUM
31	ROOM FRESHENR ODONIL
32	URINAL CUBE
33	URINAL SCREAN
34	RED PAD

35	HIT RED BLACK
36	TIOLET BRUSH
37	FAITHER BRUSH
38	WIPER BIG
39	KITCHAN WIPER
40	CANT MOB
41	RUBBER GLUBS
42	BUCH PUMP
43	DUST BIN 60 LTR.
44	CARPET BRUSH
45	JOBBY DUST PEN
46	NAPTHINE BALL
47	PAPER NAPKEEN
48	PADLE DUSTBIN
49	Surgical Mask(Box)
50	Surgical Gloves (Box)
51	Glass Scraper
52	IRON PATTI
53	Dettol Sanitizer Spray

**i) Machinery required:**

<b>S.No.</b>	<b>Machinery</b>
1	Vacuum Cleaner(Wet & Dry) Heavy Duty
2	Single Disk Machine
3	Telescopic Rod
4	Glass Cleaning kit
5	Caution Board - WET FLOOR
6	Caution Board - CLEANING IN PROGRESS
7	Jobby Dust pan
8	WRINGER TROLLEY - DOUBLE BUCKET
9	Stepladder 6 feet long

**Annexure - D**

**BOQ**

<b>HOUSEKEEPING FOR IBA WOMENS WORLD BOXING CHAMPIONSHIP, NEW DELHI, 2023</b>							
<b>K D JADHAV INDIRA GANDHI STADIUM , Complex</b>							
<b>Date - 8<sup>th</sup> March 2023 to 28<sup>th</sup> March 2023</b>							
<b>Sl. No</b>	<b>PARTICULARS</b>	<b>QUANTITY</b>	<b>ESTIMATED RATE PER UNIT</b>	<b>No. of Days</b>	<b>TOTAL</b>	<b>TAXES</b>	<b>GRAND TOTAL</b>
1	HK STAFF	55		21			
2	SUPERVISORS	5		21			
3	MANAGER	1		21			
<b>TOTAL</b>							

<b>HOUSEKEEPING FOR IBA WOMENS WORLD BOXING CHAMPIONSHIP, NEW DELHI, 2023</b>							
<b>TRAINING VENUE 1</b>							
<b>Date – 8<sup>th</sup> March 2023 to 28<sup>th</sup> March 2023</b>							
<b>Sl. No</b>	<b>PARTICULARS</b>	<b>QUANTITY</b>	<b>ESTIMATED RATE PER UNIT</b>	<b>No. of Days</b>	<b>TOTAL</b>	<b>TAXES</b>	<b>GRAND TOTAL</b>
1	HK STAFF	6		21			
2	SUPERVISORS	1		21			
3	EXECUTIVE	0		0			
<b>TOTAL</b>							



**HOUSEKEEPING FOR IBA WOMENS WORLD BOXING CHAMPIONSHIP, NEW DELHI, 2023****K D JADHAV INDOOR HALL , IGSC + TRAINING VENUE 1****Date - 8th Mar 2023 to 28th Mar 2023**

<b>S. No</b>	<b>PARTICULARS</b>	<b>ESTIMATED RATE PER UNIT</b>	<b>QUANTITY</b>	<b>No. of Days</b>	<b>TOTAL</b>	<b>TAXES</b>	<b>GRAND TOTAL</b>
1	Vacuum Cleaner(Wet & Dry)		4	21			
2	Single Disk Machine		3	21			
3	Telescopic Rod		2	21			
4	Glass Cleaning kit		4	21			
5	Dust Bin S.S.(10 Lt.)		10	21			
6	Caution Board - WET FLOOR		10	21			
7	Caution Board - CLEANING IN PROGRESS		10	21			
8	Jobby Dust Pan		4	21			
9	WRINGER TROLLEY - DOUBLE BUCKET		10	21			
10	Dust Bin (10 Lts.)		20	21			
11	Dust Bin(60 Lts.)		25	21			
12	Dust Bin(120 Lts.)		25	21			

HOUSEKEEPING FOR IBA WOMENS WORLD BOXING CHAMPIONSHIP, NEW DELHI, 2023.						
K D JADHAV INDOOR HALL ,IGSC + TRAINING VENUE						
Date - 8th Mar 2023 to 28th Mar 2023						
Sl. No	PARTICULARS	ESTIMATED RATE PER UNIT	QUANTITY	Total	TAXES	GRAND TOTAL
1	R2 (5 Ltr)					
2	R3 (5Ltr)					
3	R5 (5Ltr)					
4	R6 (5 Ltr)					
5	R9 (5 Ltr)					
6	Rust cleaner					
7	Steel Polish					
8	Odonil (Packet)					
9	Urinal cube (Box)					
10	Napthalene Ball (Kg)					
11	Tissue Box (Box)					
12	Toilet Roll (Roll)					
13	Hand Wash (200 MI)					
14	Dettol Sanitizer Spray					
15	Red Hit(200ml)					
16	Black Hit(200ml)					
17	Phenyl(5Ltr)					
18	Mask(Box)					
19	Gloves (Box)					
20	Toilet Brush					

21	Glass Scraper					
22	Room Freshener					
23	Thinner					
24	Dry Mop Set(Blue)					
25	Wet Mop					
26	Soft Broom					
27	Hard Broom					
28	Road Broom					
29	Wipers Big					
30	Garbage Bags (Small)					
31	Garbage Bags (Big)					
32	Scrubbing Pad					
33	Dustpan					
34	Bucket					
35	Hand Duster					
36	Carpet Brush					

\*\*\*\*\* **Note-: Vendor has to supply all consumables items as per operations requirement.**

<b>HOUSEKEEPING FOR IBA WOMENS WORLD BOXING CHAMPIONSHIP, NEW DELHI , 2023</b>			
<b>K D JADHAV INDOOR HALL , IGSC + TRAINING VENUE 1</b>			
<b>Date - 8th Mar 2023 to 28th Mar 2023</b>			
<b>Sl. No</b>	<b>PARTICULARS</b>	<b>Total Cost(Rs)</b>	
1	Housekeeping Staff (Competition Venue)		
2	Housekeeping Staff (Training Venues)		
3	Machineries & Equipment		
4	Consumables & Chemicals		
<b>TOTAL</b>			
<b>Total</b>			