

# **Tender: Invitation for Facility Management Services – Pan India (Housekeeping Manpower & Services)**

## **1. Introduction**

We invite proposals from qualified and experienced service providers for comprehensive **Facility Management Services** across 400+ locations in India. The objective is to ensure efficient, safe, and sustainable management of facilities nationwide, with a focus on delivering world-class housekeeping manpower and services.

## **2. Scope of Services**

To deliver world-class housekeeping manpower services that ensure a pristine, hygienic, and welcoming environment across all client facilities, enhancing both operational efficiency and occupant satisfaction:

### **Service Deliverables-**

- **Comprehensive Cleaning:** Daily sweeping, mopping, vacuuming, and dusting of all designated areas.
- **Sanitation Excellence:** Restroom cleaning, disinfection, and replenishment of consumables.
- **Workplace Hygiene:** Desk and workstation cleaning, glass and partition polishing, and waste removal.
- **Food Service Areas:** Pantry and cafeteria upkeep, ensuring hygienic food disposal and surface sanitization.
- **Waste Management:** Segregation, eco-friendly disposal, and compliance with municipal guidelines.
- **Specialized Deep Cleaning:** Carpets, upholstery, windows, and high-reach surfaces on a scheduled basis.
- **Meeting room & guest handling**

### **Manpower Standards-**

- Deployment of trained, uniformed, and verified housekeeping staff.
- Supervisors to oversee daily operations and provide performance reports.
- Immediate replacement of absent staff to ensure uninterrupted service.
- Staff trained in safety protocols, emergency response, and client etiquette.

### **Materials & Equipment-**

- Provision of modern cleaning equipment (vacuum cleaners, mechanized scrubbers, etc.)
- Use of eco-friendly, non-toxic cleaning agents.
- Regular maintenance and calibration of equipment.
- Inventory management with timely replenishment of consumables as per client requirement.

### **Quality Assurance-**

- Adherence to ISO standards for hygiene and facility management.
- Daily checklists and weekly audits by service provider authorised person
- Client feedback incorporated into continuous improvement plans.
- Emergency response team available for urgent cleaning requirements.

### **Reporting & Compliance-**

- Daily activity logs and incident reports.
- Monthly performance review meetings with client representatives.
- Compliance with labour laws, statutory benefits, and workplace safety regulations.
- Insurance coverage for staff against accidents and liabilities.

### **Contractual Framework-**

- Service hours tailored to client requirements (e.g., 24/7, shifts, or business hours).
- Transparent billing based on manpower deployment and service scope.
- Confidentiality and data protection for client premises.

### 3. Geographical Coverage

Services must be provided across all operational locations in India, including metropolitan cities, tier-2 and tier-3 towns, and remote sites.

### 4. Eligibility Criteria

Vendors must demonstrate:

- Minimum 8+ years of experience in **pan-India facility management**
- Proven track record with large-scale clients
- Adequate manpower strength and training programs
- Financial stability and audited statements for the last 3 years
- Compliance with ISO standards and statutory requirements

### 5. Monitoring & Reporting-

- Monthly SLA compliance reports
- Quarterly review meetings with client representatives
- Surprise audits by client or third-party agencies

### 6. How to Apply-

Interested and eligible technology partners may submit their **Company Profile, Product Brochure, and Credentials** to:

- **Email:** [tenders.gad@pnbhousing.com](mailto:tenders.gad@pnbhousing.com)
- **RFP shall be floated to shortlisted vendors post internal evaluation**
- **Deadline for Registration: 12-06-2026**