

[Department ID: 11]

DESCRIPTION OF SERVICE SPECIFICATIONS

1. INTRODUCTIONS

The Accountant General Department is seeking the services of professional cleaning company to carry out quality professional office cleaning services for all identified areas including the supply of all cleaning consumables for a period of two years and one year optional for the Accountant General's Office located at 51 Church Street, Andrews Place, Hamilton, Bermuda.

2. ADMINISTRATIVE REQUIREMENTS

The Scope of Works cover the following services required are daily Mon-Fri and monthly deep cleaning. The successful respondent shall provide all materials, chemicals and equipment necessary to carry out the cleaning services as well as consumables such as all paper products, garbage bags, soap and air fresheners. Cleaning to be carried out to all offices, corridors, meeting rooms, kitchens, kitchenettes, washrooms, lunch rooms, reception, filing, storage areas.

Fees shall be charged on a monthly basis, payable monthly in arrears.

3. GENERAL DESCRIPTION

The contractor shall adhere to the list of responsibilities and duties described herein.

1. The contractor shall be responsible for providing to the satisfaction of the Client's representative, a full office cleaning service to the premises.
2. The contractor agrees to clean the above mentioned structure, fixtures and fittings attached thereto according to the contract documents.
3. Cleaning to be carried out to all offices, corridors, meeting rooms, kitchen, kitchenette, washrooms, lunch room, reception, storage.
4. The contractor will submit an hourly call out rate and will be available for emergency call out service during the work day. Services to be provided shall be defined in this agreement as 5 days per week Monday – Friday inclusive.
5. The Contractor shall adhere to the list of responsibilities and duties described within.
6. The Contractor shall be responsible for providing to the satisfaction of the Client's representative, a full office cleaning service to the premises.

4. HOURS OF WORK

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Scheduled hours of deliveries and/or installation shall be coordinated by the successful Respondent in co-operation with the ordering entity. The regular hours of work for the proposed services will be from (5:30 p.m. – 8:00 a.m.) daily, Monday through Friday, weekends and statutory holidays excluded. Additional or specific hours of work to be negotiated between the parties where necessary, but must be mutually agreed upon in advance and not unnecessarily disrupt or inconvenience the government and the public.

5. FREQUENCY OF CLEANING

5.1 Daily Cleaning

- Empty all waste paper bins and remove trash from and restrooms and replace bin liners daily.
- Remove any trash from planter boxes, shelves or any other items found.
- Spot wash finger prints, marker marks and any mark from all wall surfaces, doors, frames, desks and glass surfaces.
- Clean exterior face of cupboard doors, and table in lunchroom on 3rd floor.
- Clean all water coolers throughout the floors.
- Clean all kitchen areas, sinks, cupboards exteriors, refrigerator surfaces, tiles, backsplash, counters/tops and all common areas. Replace all hand towels, soap, air fresheners, feminine items and soap as needed.
- Clean and disinfect all urinals in the men's washroom daily. The shower which is also to be cleaned and disinfected daily. Note all cleaning solutions, solvents shall be environmentally friendly (preferably green).
- Clean and disinfect all metal and laminated surfaces in all washrooms daily.
- Remove litter and vacuum all carpeted areas i.e. all offices, hallways and sweep and move the litter.
- Sweep and mop all floors tiles with an approved cleaning solution.

5.2 Weekly Cleaning (defined as 1 day per week)

- Spot clean fingerprints from stainless steel or aluminum door push and kick plates.
- Remove dirt marks and stains from all office furniture.
- Wet wipe all furniture in office and open areas with an approved furniture cleaning product. Clean all phone sets, and handsets with an approved disinfectant cleaner.
- Wet wipe all furniture, equipment, printers, and copiers with an approved cleaning solution.
- Clean all microwaves inside and out.

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- Clean marks from walls, doors, ceilings, panels and spot clean all stainless steel.
- Clean and remove all cob-webs and pest droppings on all areas.
- Clean and vacuum all entrance areas and entrance mats.
- Use a soft brush vacuum cleaner to vacuum the floor to remove the finer particles of dirt and dust.
- Wipe off dirty marks with a damp cloth. In case of stubborn dirt, apply some intensive agent to the area to be treated, rub dry after a few minutes and then wipe with a damp cloth.
- Scrub shower floors and wall surrounds
- Full Hepa vacuum clean all carpet floor areas.
- Clean telephone handset in public area (reception area).

5.3 Monthly Cleaning (defined as 1 day per month)

- Clean all air vents in ceilings inclusive of vents in all restrooms.
- Spot clean all marks on vertical and horizontal surfaces.
- Vacuum all upholstery seating in the reception area with an approved Hepa-Vac filtered vacuum or bag-less environmentally friendly vacuum.
- Clean all window sills.
- Clean all internal glass surfaces.
- Clean all light fixtures
- Scrub all public trash bins and disinfect

5.4 Bi-Annual Cleaning (defined as 1 day per every 6 months)

- The Contractor will be required to steam clean all carpeted areas in all offices and walkways.
- The Contractor will be required to steam clean all office chairs and chairs in reception area.
- The Contractor shall be required to scrub all tiled floors and tiled walls in washrooms.

6. CLEANING MATERIALS AND CONSUMABLES

- 6.1 The Contractor shall provide all materials, chemicals and equipment necessary to carry out the above services as well as the consumables to provided such as all paper products, trash receptacles bags, soap, air fresheners and feminine hygiene products.
- 6.2 The Contractor shall include for the supply and provision of the following:

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- a) All consumables like, bin liners, liquid soaps, floor polish deodorants, air fresheners etc (environmentally friendly in best quality and reputed make. Consumables must be used in accordance with the manufacturer's recommendations and Material Safety Data Sheets are to be provided for the Client's representative review and approval prior to the use of all cleaning products, polish and room fresheners etc.
- b) The Contractor shall also be responsible for providing all cleaning materials required for cleaning works i.e. brushes, mops, buckets, dry vacuums, HEPA-vacuums etc. **All vacuums shall be certified HEPA. Dry sweeping is not permitted.**
- c) **All dusting** is to be carried out using a **damp cloth or static cling type cloth.**

7 DUTIES OF THE CONTRACTOR

- 7.1 All work shall be in accordance to the provisions of the scope of works as detailed in Article 2.
- 7.2 All work shall be completed in a workman like manner, and shall comply with all applicable local codes and laws governing the Safety and Health in the work place.
- 7.3 All work shall be performed by security vetted individuals to perform their said work.
- 7.4 The Contractor shall obtain the necessary daily records for the work to be completed during the week and provide copies of which to the owner's representative.
- 7.5 The Contractor shall keep an attendance register in which the arrival and departure time of persons deployed will be entered daily. This attendance register shall be forwarded to the Client's representative weekly for his scrutiny.
- 7.6 The contractor shall be solely responsible for all wages, health benefits, leave, insurances, bonus and uniforms etc. for all employees. All employees shall be required to wear a photo identification card to be supplied by the contractor.
- 7.7 The Contractor will perform all services required hereunder, except when prevented by acts of God, and accident or other circumstances beyond its control.
- 7.8 The Contractor shall ensure provision of adequate manpower and shall furnish the names and addresses of the persons deployed. Each employee shall be required to fill out the attached 'Security Vetting Form'. The contractor is responsible for the training of all his staff and for providing all Personal Protective Equipment.
- 7.9 The successful Contractor shall execute the contract directly and they shall not be permitted to give any sub-contract for part or whole of the work.
- 7.10 It shall be the responsibility of the Contractor to ensure their staff is in proper uniform along with their name tags and photographed identification.
- 7.11 The Contractor should be responsible to ensure that cleanliness is maintained at the desired proper standards.
- 7.12 If the Contractor fails to render any or all the services for any period during the duration of the contract, The Client shall be at the liberty to instruct such work to be completed by other agencies and deduct charges incurred on his account from amount payable to the Contractor.

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7.13 The Contractor will be required to attend formal quarterly meetings with the Client's representative to review performance.

8 DUTIES OF THE USERS

- 8.1 The Users must use the facilities solely for the purpose for which they are designed.
- 8.2 The Users are required to remove all personal belongings from shower/bath areas after used.
- 8.3 The Users must wash, dry and store personal dining utensils.
- 8.4 The Users are responsible for immediately cleaning spillages and spoilage.
- 8.5 The Users must not use bleach-based cleaning products for additional cleaning.
- 8.6 The hallways and stairs must be kept clear of waste material.
- 8.7 All waste must be place in waste bins.
- 8.8 The Users are to clear services where practicable.

End of Scope of Works