



GOVERNMENT OF BERMUDA

Ministry of The Cabinet Office

The Post Office

SCOPE OF WORKS

Between the Ministry of The Cabinet Office
The Post Office
56 Church Street, Hamilton
HM12

And the Contractor: [\[TBD\]](#)

For the Project: Cleaning Services for Sub Post Offices

- 1.1.** The contractor shall adhere to the list of responsibilities and duties described herein.
- 1.2.** The Contractor shall be responsible for providing to the satisfaction of the Client's representative, a full office cleaning service to the premises.
- 1.3.** The Contractor agrees to clean the above-mentioned structures, fixtures and fittings attached thereto according to the contract documents. Cleaning to be carried out to all offices, corridors, kitchens, kitchenettes, washrooms, lunch rooms, receptions, filing, storage and public areas.
- 1.4.** The Contractor will submit an hourly call out rate and will be available for emergency call out service during the work day.
- 1.5.** Services to be provided shall be defined in this agreement as 5 days per week from 8am to 4pm Monday to Friday inclusive.

1.5.1. Daily Cleaning

- I. Empty all waste paper bins and remove trash from offices and restrooms and replace bin liners daily.
- II. Remove any rubbish from planter boxes, shelves, or any other item found
- III. Spot Clean, remove dust, dirt and finger marks to all windows including viewing panels to doors.
- IV. Spot wash finger prints, marker marks, and any mark from all wall surfaces, doors, frames, desks and glass surfaces.
- V. Clean exterior face of cupboard doors and handles, urns, bench tops and tables.
- VI. Clean all water coolers/heaters throughout the building.
- VII. Clean all kitchen areas, sinks, cupboards exteriors, refrigerator surfaces, tiles, backsplash, counters, bench-tops, and all common rooms. Replace all hand towels, air freshener, and soap as needed.
- VIII. Clean all toilets, sinks, mirrors, tiles, fixtures, sweep and mop all floors with an approved EPA cleaning solution. Replace all hand towels, toilet paper rolls, air freshener, and soap as needed.
- IX. Clean and disinfect all urinals in the men's washrooms daily. Note: all cleaning solutions, solvents shall be environmentally friendly (preferably green) and must be approved and supplied with a Materials Safety Data sheet.
- X. Clean and disinfect all metal and laminated surfaces in all washrooms daily.

- XI. Remove litter and sweep all wood floors in offices and corridors throughout the demised area. Only a soft bristled broom or a dust mop must be used for sweeping.
- XII. Sweep and mop all floor tiles with an approved cleaning solution.

1.5.2. Weekly Cleaning (defined as 1 day per week)

- I. Spot clean fingerprints from stainless steel or aluminum door push and kick plates and elevator doors.
- II. Remove dirt marks and stains from all office furniture.
- III. Wet wipe all furniture in offices and open areas with an approved furniture cleaning product. Clean all phone sets, and handsets with an approved disinfectant cleaner.
- IV. Clean all chairs, picture frames, doors, blinds, window sills, and shelves throughout the building.
- V. Wet wipe all office furniture, equipment, printers, and copiers with an approved cleaning solution.
- VI. Clean all microwaves, refrigerators and stoves inside and out.
- VII. Clean marks from walls, doors, ceilings, panels and spot clean all stainless steel.
- VIII. Clean and remove all cob-webs and pest droppings on all areas.
- IX. Clean and vacuum all entrance areas and entrance mats.
- X. Use a soft brush vacuum cleaner to vacuum the floor to remove the finer particles of dirt and dust
- XI. 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.
- XII. Full Hepa vacuum clean all carpet floor areas and entrance mats.
- XIII. Clean hand railings, barrier rails and remove cobwebs in internal, external walkways within building.
- XIV. Clean telephone handsets in office, customer service and common areas.

1.5.4. Monthly Cleaning (defined as 1 day per month)

- I. Clean all air vents in doors, walls and ceilings.
- II. Spot clean all marks on vertical and horizontal surfaces.
- III. Vacuum all upholstery seating with an approved Hepa-Vac filtered vacuum or bag-less environmentally friendly vacuum.
- IV. Clean all ledges, sills, ductwork and exposed piping.
- V. Clean bottom of all sorting frames
- VI. Clean all internal glass surfaces.
- VII. Clean all light fixtures
- VIII. Scrub all rubbish bins and disinfect.
- IX. Wet wipe and clean all vertical and horizontal venetian blinds.
- X. Clean kitchen furniture, chairs, counters, cupboards, doors etc.
- XI. All Store room floors to be swept and vacuumed.

1.5.5. Annual Cleaning (defined as 1 day per every 12 months)

- I. The Contractor will be required to steam clean all carpeted areas in all offices.
- II. The Contractor shall be required to strip, clean and reseal all resilient flooring. All finishes shall be applied as to afford a non-slip surface treatment.
- III. The Contractor shall be required to scrub all ceramic and quarry tile floors
- IV. The Contractor shall be required to scrub all tiled floors and tiled walls in washrooms

CLEANING MATERIALS AND CONSUMABLES

- 1.6. **The contractor** shall provide all chemicals and equipment necessary to carry out the above services. The Contractor shall include for the supply and provision of the following:
- a) All consumables such as: detergent, liquid soaps, Floor Polish, deodorants, Room freshener, etc. (environmentally friendly in best quality & reputed make i.e. Proctor & Gamble; Krylon/Carroll; or of a similar standard to the approval of the client) and special items like floor polishing machines and vacuum cleaners. 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 freshener's etc.
 - b) The Contractor shall also be responsible for providing all cleaning materials required for cleaning works i.e. brushes, brooms, mops, buckets, dry vacuums, HEPA-vacuums etc. **All vacuums shall be certified HEPA.**
 - c) **All dusting** is to be carried out using **a damp cloth or a static cling type cloth.**

DUTIES OF THE CONTRACTOR

- 1.7. 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.
- 1.8. All work shall be performed by security vetted individuals to perform their said work.
- 1.9. The Contractor shall obtain all the necessary daily records for the work to be completed during the week and provide copies of which to the owner's representative.
- 1.10. The Contractor shall keep an attendance register in which the arrival & departure time of persons deployed will be entered daily. This attendance register shall be forwarded to the Client's representative weekly for his/her scrutiny
- 1.11. 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.
- 1.12. The Contractor will perform all services required hereunder, except when prevented by acts of God, an accident or other circumstances beyond its control.
- 1.13. 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.
- 1.14. 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.

- 1.15.** It shall be the responsibility of the Contractor to ensure that their staff is in proper uniform with company name/logo along with their name tags with photographed identification.
- 1.16.** The Contractor should be responsible to ensure that cleanliness is maintained at the desired proper standards.
- 1.17.** 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 this account from amount payable to the Contractor.
- 1.18.** The Contractor will be required to attend a formal meeting after the first quarter with the Client's representative to review performance and on as needed basis thereafter.

DUTIES OF THE USERS

- 1.19.** The Users must use the facilities solely for the purpose for which they are designed.
- 1.20.** The Users must be mindful of all personal belongings while offices are being cleaned.
- 1.21.** The Users must wash, dry and store personal cooking and dining utensils.
- 1.22.** The Users are responsible for immediately cleaning spillages and soilage.
- 1.23.** The Users must not use bleach- based cleaning products for additional cleaning.
- 1.24.** The User will provide bathroom and paper supplies for contractor to replenish.
- 1.25.** The corridors must be kept clear of waste material.
- 1.26.** All waste must be placed in waste bins.
- 1.27.** The Users are to clear areas for services where practicable.