

Request for Tender

Request for Tender: PROVISION OF CLEANING SERVICES

Deadline: 4.00pm 25 September 2020

RFT Number: 01-2020/2021

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## **1 Conditions of Tendering**

### **1.1 Contract Requirements in Brief**

The Principal is seeking a suitably qualified and competent Contractor to undertake cleaning services to various Premises and Facilities within its boundaries.

A full statement of the Requirements required under the Contract appears in the Specifications – Part 2 and Conditions of Contract – Attachment 3.

There are buildings and areas not mentioned in the Specifications that may require cleaning (due to vacation or occupation of said building or area) which will be negotiated with the Contractor at that time.

### **1.2 Definitions**

Below is a summary of some of the important defined terms used in this Request:

**Attachments:** The documents you attach as part of your Tender;

**Contract:**

Means the document, which constitutes or evidences or, as the case may be, all the documents, which constitute or evidence the final and concluded agreement between the Principal and the Contractor(s);

**Contractor:**

Means the person or persons, corporation or corporations who's Tender is accepted by the Principal, including the executors or administrators, successors and assignments of such person or persons, corporation or corporations;

**Deadline:**

The Deadline for lodgement of your Tender as detailed on the front cover of this Request;

**General Conditions of Contract:**

Means the General Conditions of Contract for the Supply of Goods and/or Provision of Services provided in Appendix 2 of this Request;

**Letter of Engagement:**

Means the letter from the Principal to the Contractor whereby the Contractor is engaged to provide the Services;

**Offer:** Your offer to supply the Requirements;

**Principal:**

Means the Western Australian Local Government known as the Shire of Boddington;

**Request Or RFT Or Request for Tender**

This document;

**Requirements:** The Goods and/or Services requested by the Principal;

**Selection Criteria:** The Criteria used by the Principal in evaluating your Tender;

**Specification:**

The Statement of Requirements that the Principal requests you to provide if selected;

**Tender:**

Completed Offer, response to the Selection Criteria and Attachments;

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**Tenderer:** Someone who has or intends to submit an Offer to the Principal;

**Tender Period:** The time between advertising the Request and the Deadline;

**1.3 Tender Documents**

This Request for Tender is comprised of the following parts:

- a) Part 1 – Conditions of Tendering;
- b) Part 2 – Specifications;
- c) Part 3 – Clean Performance Rating.

Separate Documents include:

- d) Price Schedule – Attachment 1;
- e) Capacity Attachment – Attachment 2;
- f) General Conditions of Contract – Attachment 3;
- g) Addenda and any other special correspondence issued to Tenderers by the Principal.

#### **1.4 Contact Person**

Tenderers should not rely on any information provided by any person other than the person listed below:

**Name: Peter Haas**

**Position Principal Environmental Health Officer/Building Surveyor**

**Telephone: 98834999**

**Email: [eho@boddington.wa.gov.au](mailto:eho@boddington.wa.gov.au)**

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#### **1.5 Requests for Clarification**

Tenderers may submit a written request for clarification on any part of the RFT documents prior to lodgement of their Tenders.

Written requests can be submitted via e-mail to [shire@boddington.wa.gov.au](mailto:shire@boddington.wa.gov.au)

No requests for information or clarification to the RFT Documents will be accepted later than seven (7) working days prior to the Deadline of this Request.

#### **1.6 Tender Briefing/Site Inspection**

Tenderers can register their interest to attend a briefing and a site visit by contacting the person nominated in section 1.4 of this Request no later than 4.00pm 9 September 2020.

Site briefing & inspection will be held 10.00am 16 September 2020

#### **1.7 Lodgement of Tenders**

The tender must be lodged by the Deadline.

Lodgement of Tenders can be made via mail to PO Box 4 Boddington 6390 or deposited in person to the Shire office 39 Bannister Road Boddington 6390 or via e-mail to [shire@boddington.wa.gov.au](mailto:shire@boddington.wa.gov.au)

You will need to;

- a) Carefully read all parts of this document.

- b) Ensure you understand the Requirements.
- c) Lodge your tender as per any of the methods outlined above
- d) Ensure that you answered all the Selection Criteria
- e) Lodge your Tender before the Deadline.

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### **1.8 Rejection of Tenders**

A Tender will be rejected without consideration of its merits in the event that:

- a) It is not submitted before the Deadline; or
- b) Where the electronic submission of a Tender has commenced prior to the Deadline and is not completed successfully by the Deadline, the Tender will not be accepted and will be deemed to be a Late Submission; or
- c) Tenders submitted with electronic files that cannot be read or decrypted; or
- d) Tenders which the Principal believes to potentially contain any virus, malicious code or anything else that might compromise the integrity or security the Principal's computing environment.

### **1.9 Acceptance of Tenders**

Unless otherwise stated in this Request, Tenders may be for all or part of the Requirements and may be accepted by the Principal either wholly or in part. The Principal is not bound to accept the lowest Tender and may reject any or all Tenders submitted.

### **1.10 Disclosure of Contract Information**

Documents and other information relevant to the contract may be disclosed when required by law under the Freedom of Information Act 1992 or under a Court order.

All Tenderers will be given particulars of the successful Tenderer(s) or be advised that no Tender was accepted.

### **1.11 Tender Validity Period**

All Tenders will remain valid and open for acceptance for a minimum period of ninety (90) days from the Deadline or forty-five (45) days from the Principal's resolution for determining the Tender, whichever is the later unless extended on mutual agreement between the Principal and the Tenderer in writing.

### **1.12 Precedence of Documents**

In the event of there being any conflict or inconsistency between the terms and conditions in this Request and those in the General Conditions of Contract, the terms and conditions appearing in this Request will have precedence.

### **1.13 Alternative Tenders**

Alternative Tenders may be accompanied by a conforming Tender.

Tenders submitted as Alternative Tenders or made subject to conditions other than those stated in this Request must in all cases arising be submitted in writing as part of your Tender.

The Principal may in its absolute discretion reject any Alternative Tender as invalid.

Where an alternative Tender is offered, the Tenderer shall include a fully detailed description and shall state clearly the manner in which it differs from that specified.

Any printed "General Conditions of Contract" shown on the reverse of a Tenderer's letter or quotation form will not be binding on the Principal in the event of a Contract being awarded unless the Tender is marked as an Alternative Tender.

### **1.14 Tenderers to Inform Themselves**

Tenderers warrant and shall be deemed to have:

- a) examined this Request and any other information available in writing to Tenderers for the purpose of responding;
- b) examined all further information relevant to the risks, contingencies, and other circumstances having an effect on their Tender which is obtainable by the making of reasonable enquires;
- c) satisfied themselves as to the correctness and sufficiency of their Tender including proposed prices which will be deemed to cover the cost of complying with all the

Conditions of Tender and of all matters and things necessary for the due and proper performance and completion of the work described therein;

d) acknowledged that the Principal may enter into negotiations with a chosen Tenderer and that negotiations are to be carried out in good faith; and

e) satisfied themselves they have a full set of the Request documents and all relevant attachments.

### **1.15 Alterations**

The Tenderer must not alter or add to the Request documents unless required by these Conditions of Tendering.

The Principal will issue an addendum to all registered Tenderers (via e-mail) where matters of significance make it necessary to amend or supplement the issued Request documents before the Deadline.

### **1.16 Risk Assessment**

The Principal may have access to and give consideration to:

- a) any risk assessment undertaken by any credit rating agency;
- b) any financial analytical assessment undertaken by any agency; and
- c) any information produced by the Bank, financial institution, or accountant of a Tenderer; so as to assess that Tender and may consider such materials as tools in the Tender assessment process.

Tenderers may be required to undertake to provide to the Principal (or its nominated agent) upon request all such information as the Principal reasonably requires to satisfy itself that Tenderers are financially viable and have the financial capability to provide the Services for which they are submitting and meet their obligations under any proposed Contract. The Principal reserves the right to engage (at its own cost) an independent financial assessor as a nominated agent to conduct financial assessments under conditions of strict confidentiality.

For this assessment to be completed, a representative from the nominated agent may contact you concerning the financial information that you are required to provide.

The financial assessment is specifically for use by the Principal for the purpose of assessing Tenderers and will be treated as strictly confidential.

### **1.17 Evaluation Process**

This is a Request for Tender.

Your Tender will be evaluated using information provided in your Tender.

The following evaluation methodology will be used in respect of this Request:

- a) Tenders are checked for completeness and compliance. Tenders that do not contain all information requested may be excluded from evaluation.
- b) Tenders are assessed against the Selection Criteria. Contract costs are evaluated (e.g. tendered prices) and other relevant whole of life costs are considered.
- c) The most suitable Tenderers may be short listed and may also be required to clarify their Tender, make a presentation, demonstrate the product/solution offered and/or open premises for inspection. Referees may also be contacted prior to the selection of the successful Tenderer.

A Contract may then be awarded to the Tenderer whose Tender is considered the most advantageous Tender to the Principal.

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### **1.18 Selection Criteria**



The Contract may be awarded to a Tenderer who best demonstrates the ability to provide quality products and/or services at a competitive price. The tendered prices will be assessed together with qualitative and compliance criteria to determine the most advantageous outcome to the Principal.

The Principal has adopted a best value for money approach to this Request. This means that, although price is considered, the Tender containing the lowest price will not necessarily be accepted, nor will the Tender ranked the highest on the qualitative criteria.

A scoring system will be used as part of the assessment of the qualitative criteria. Unless otherwise stated, a Tender that provides all the information requested will be assessed as satisfactory. The extent to which a Tender demonstrates greater satisfaction of each of these criteria will result in a greater score. The aggregate score of each Tender will be used as one of the factors in the final assessment of the qualitative criteria and in the overall assessment of value for money.

### **1.19 Compliance Criteria**

These criteria are detailed below will not be point scored. Each Tender will be assessed on a Compliant/Non-Compliant basis as to whether the criterion is satisfactorily met. An assessment of “Non-Compliant” against any criterion may eliminate the Tender from consideration.

The criteria contained below are for information purposes.

#### **a) Respondent Profile**

- i. Provide the Tenderers Australian Business Number (ABN) and Registered Entity Name.
- ii. Provide details of the Tenderers person authorised to prepare your response to this Request including; full name, position title, postal address, phone number and email address.
- iii. Provide a minimum of two referees, including the name, position, telephone, email address and type of service provided. Describe the nature of the relationship and relevance to this Request.

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#### **b) Respondent's Declaration**

- i. By indicating Comply I (The Tenderers Authorised Person) We (The Tenderer) agree that I am/We are bound by, and will comply with the Conditions of Tender contained in this Request.

I/We agree that there will be no cost payable by the Principal towards the preparation or submission of this Request irrespective of its outcome.

By submitting this Response, I the person named as the authorised person, confirm my understanding that by lodging a Tender, in accordance with Part 1 of this Request, I understand no physical signature is required on this Declaration; that by lodging this Tender I am automatically providing an electronic signature for this Declaration in accordance with the Electronic Transactions Act 1999 (Cth) and corresponding state and territory acts.

### **c) Financial Position**

- i. Does your organisation have the ability to pay all debts in full as and when they fall due? (If no, please provide details)
- ii. Does your organisation have any current litigation, claim or judgement as a result of which you may be liable for \$50,000 or more? (If yes, please provide details)

### **d) Conflict of Interest**

- i. Will any actual or potential conflict of interest in the performance of your obligations under the Contract exist if you are awarded the Contract, or are any such conflicts of interest likely to arise during the Contract?

### **e) Insurance Details**

- i. Please provide your insurance details meeting the requirements of the Request for the following:
  - Motor Vehicle Insurance Insurer; Broker / Policy Number / Value (\$) / Expiry Date
  - Public Liability Insurance Insurer; Broker / Policy Number / Value (\$) / Expiry Date
  - Workers Compensation Insurance Insurer; Broker / Policy Number / Value (\$) / Expiry Date

### **f) Alternative Tenders**

- i. Tenderers are to provide their proposed alternative Tender in this criterion in accordance with clause 1.14 of this Request.

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### **g) Addendums / Acknowledgement**

- i. Tenderers are to acknowledge receipt of any addendums issued and whether you have allowed for any price adjustments resulting in any issued addendum.

### **h) Cleaning Award/Agreement**

- i. Tenderers are to state which cleaning award or agreement the Tender has been based on.

### **i) Pricing**

- i. Please complete Attachment 1 – Price Schedule.

### **1.20 Qualitative Criteria**

In determining the most advantageous Tender, the Evaluation Panel will score each Tenderer against the qualitative criteria as detailed below. Each criterion is weighted to indicate the relative degree of importance that the Principal places on the technical aspects of the goods or services being purchased.

It is essential that Tenderers address each qualitative criterion. Information that you provide addressing each qualitative criterion will be point scored by the Evaluation Panel. Failure to provide the specified information may result in elimination from the tender evaluation process or a low score.

#### **a) Experience and Capacity**

Tenderers must address the following information:

- i. Provide details of at least three (3) recent contracts of similar size and scope completed by your organisation including, works description, contract value and your role in the contract;
- ii. Provide your organisations current workload and the estimated workload this contract may represent to your organisation expressed as a percentage;
- iii. Where applicable, provide details of works to be undertaken by sub-contractors (and give suppliers name and contact details)
- iv. Provide details of membership to any professional or business association.

#### **Weighting**

<40%>

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#### **b) Personnel**

Tenderers must address the following information:

- i. Detail the key management personnel and key operators, including sub-contractors that are to be utilised in conducting the Requirements of this Request inclusive of any relevant current registrations or licences held, their intended role and any relevant experience or qualifications held;
- ii. Provide an outline of the resource pool available to your organisation and how you choose suitable candidates to conduct the required services;
- iii. Detail your ability to provide back-up personnel/equipment.

#### **Weighting**

<30%>

#### **c) Performance**

Tenderers must address the following information:

- i. Provide a schedule of the anticipated products and materials to be utilised in conducting the services inclusive of all cleaning materials and equipment required to service this Contract;

ii. Provide details as to your organisations Occupational Health and Safety policy.

## **Weighting**

<30%>

### **1.21 Price Considerations**

The non-weighted cost method is used where functional considerations such as capacity, quality and adaptability are seen to be crucial to the outcome of the contract. The evaluation panel will make a series of value judgements based on the capability of the Tenderers to complete the Requirements and a number of factors will be considered including:

- a) the qualitative ranking of each Tenderer; and
- b) the pricing submitted by each Tenderer.

Once the tenders have been ranked, the evaluation panel will make a value judgement as to the cost affordability, qualitative ranking and risk of each Tender, in order to determine the Tender which is most advantageous to the Principal.

The proposed price will be considered along with related factors affecting the total cost to the Principal (e.g. the lifetime operating costs of goods or the Principal's contract management costs may also be considered in assessing the best value for money outcome).

The Tenderer shall lodge with the Principal a detailed Schedule of Prices and Rates in the format as shown in the Price Schedule. The breakdown shall be used during the currency of the Contract for the valuation of work.

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All prices for goods and/or services offered under this Request are to be fixed for the term of the Contract. All prices submitted shall be in Australian Currency.

Unless otherwise indicated prices tendered must include all applicable levies, duties, taxes and charges. Any charge not stated in the Tender, as being additional will not be allowed as a charge for any transaction under any resultant Contract.

### **1.22 Price Basis**

All prices for goods/services offered under this Request are to be fixed for the first twelve (12) months of the Contract, after which they shall be subject to annual adjustments.

All prices will vary in accordance with the Conditions of Contract.

Tendered prices must include the Goods and Services Tax (GST) and be in Australian currency.

Some mechanisms that may be used to determine price variations include the Australian Consumer Price Index, Australian Bureau of Statistics indices and official interest rates.

Price variation mechanisms should include the time of enactment, the period the indices may cover and the actual indices.

### **1.23 Ownership of Tenders**

All documents, materials, articles and information submitted by the Tenderer as part of or in support of the Tender will become upon submission the absolute property of the Principal and will not be returned to the Tenderer at the conclusion of the Tender process provided that the Tenderer be entitled to retain copyright and other intellectual property rights therein, unless otherwise provided by the Contract.

### **1.24 Canvassing of Officials**

If a Tenderer, whether personally or by an agent, canvasses any of the Principal's Councillors or Officers or Agents or Principal's Representatives with a view to influencing the acceptance of any Tender made by it or any other Tenderer, then regardless of such canvassing having any influence on the acceptance of such Tender, the Principal may at its discretion omit the Tenderer from consideration.

### **1.25 Identity of the Tenderer**

The identity of the Tenderer is fundamental to the Principal. The Tenderer will be the person, persons, corporation or corporations named as the Tenderer within your Tender.

Upon acceptance of the Tender, the Tenderer will become the Contractor.

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### **1.26 Costs of Tendering**

The Principal will not be liable for payment to the Tenderer for any costs, losses or expenses incurred by the Tenderer in preparing their Offer.

### **1.27 Tender Opening**

Tenders will be opened at, Shire of Boddington Offices 39 Bannister Road Boddington, as soon as practicable following the advertised Deadline. All Tenderers and members of the public may attend or be represented at the opening of Tenders.

The names of the persons who submitted a Tender by the due Deadline will be read out at the tender opening. No discussions will be entered into between Tenderers, members of the public and the Principal's officers present or otherwise, concerning the Tenders submitted.

### **1.28 In House Tenders**

The Principal does not intend to submit an In House Tender.

Part 1 READ AND KEEP THIS PART

## **2 Specification**

### **2.1 Contract Requirements in Brief**

The Principal is seeking a suitably experienced and qualified Contractor to provide cleaning services to various buildings within its boundaries.

Contract to be offered is for 3 years with a 2 years option subject to negotiation

This Specification provides the minimum requirements enabling the Contractor to perform the required cleaning Services to the Principal.

These public facilities consist of:

- a) The Principal's Administration and Council Offices;
- b) Boddington Town Hall;
- c) Pavilion including public toilets & change rooms;
- d) Boddington Medical Centre – excluding Doctors' Surgery/Rooms;
- e) Public Toilets adjacent to the Administration Centre;
- f) Public Toilets at the Foreshore;
- g) Foreshore BBQ Area and Rotunda;
- h) Ablutions & office/crib room at the Shire Depot;
- i) Old School;
- j) Caravan Park Ablution Block and Campers Kitchen;
- k) Old Police Station;
- l) Early Learning Centre;
- m) Youth Centre;
- n) Dump Point – (Old Depot Johnstone Street)
- o) Multifunction Building/Community Hub – Retirement Village/Independent Living Units  
(Building 15)
- p) Recreation centre
- q) Library/Visitors Centre
- r) Hotham Park

NOTE:

Within the detailed list of facilities requiring cleaning, it should be noted that throughout the term of the contract due to various factors (renovations, additions, closures etc.) programmed cleaning of selected sites may be suspended. The Principal will negotiate a contract variation with the successful contractor based on any new requirements.

## **2.2 Definitions**

Below is a summary of some of the important defined terms used in this Part:

### **Contractors Representative:**

Means any officer or person duly authorised by the Contractor, in writing, to act on its behalf for the purpose of the Contract;

### **Contractor Personnel:**

Means all persons employed or sub-contracted by the Contractor on duties relating to the Contract;

### **Principals Representative:**

Means any officer or person duly authorised by the Principal, in writing, to act on its behalf for the purpose of the Contract;

### **Works or Services:**

Means the Works or Services, which the Contractor is required to provide to the Principal under the Contract;

### **Premises or Facility:**

The Premises and Facilities subject to the cleaning Services required to be undertaken by the Contractor

## **2.3 Scope of Work**

### **Days and Hours to Clean to be mutually agreed**

Whilst every endeavour has been made to include all aspects of the cleaning maintenance program, any obvious exclusions relating to a particular site are to be taken as inclusive of the general cleaning requirement.

Some premises as specified to be cleaned in the Scope of Works would be occupied during the currency of the Contract.

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## 2.4 Cleaning Schedules

### Scope of Works - Cleaning Schedule Frequency

#### **A) Administration and Council Offices (cleaning to be completed by 8am) (Refer Appendix 1)**

##### 1) External

- Pick up all rubbish within a 5 metre radius of the building, Monday Wednesday Friday (MWF)
- Sweep/blower vacuum paved areas immediately in front of the office building, the enclosed court yard and the concrete path ways at the rear of the office and leading from the carpark to the rear door 1x/week
- Place 240 litre rubbish and recycling bins out on the kerb for collection prior to Tuesdays (note – recycling is collected every fortnight) 1x/week & 1x/fortnight
- Remove any stains, chewing gum etc. stuck to the paved and concrete areas mentioned above MWF
- Clean all windows & glass doors externally 1x/week. Spot clean glass doors as required
- Clean external mats 1x/daily
- Remove cob webs 1x/week

##### 2) Kitchen

- Empty rubbish bin 1x/daily and recycling bin when full. Liner to be used
- Sweep/vacuum & mop floor 1x/daily
- Wipe down benches and sinks 1x/daily
- Replenish soap and hand towel as required
- Wash & dry and place in cupboards provided, any dishes or cutlery as required
- Empty dish washers of dishes and cutlery as required
- Change tea towel 1x/daily. Tea towels are to be washed 1x/week. Clean tea towels to be placed in drawer provided
- Clean internal surface of microwave 1x/week
- Clean the internal surfaces of cupboards every 1x/6 months
- Clean internal windows, glass door and sills 1x/week
- Remove cob webs 1x/week
- Vacuum mat MWF
- Clean chairs & tables MWF
- Clean refrigerator every 1x/6 months

##### 3) Office Areas

- Sweep/vacuum & mop vinyl floor coverings in reception and passage area 1x/daily
- Seal & polish vinyl floor coverings every 1x/6 months (this may need to be undertaken over long weekends or holidays when office is not in use)
- Empty bins 1x/week or more frequently if full
- Remove cob webs 1x/week



- Clean windows, glass doors and sills 1x/week. Spot clean glass doors as required.
- Spot clean dirty marks on walls 1x/weekly
- Vacuum carpet passage ways and traffic areas MWF
- Vacuum office rooms and cubicles 1x/week or if dirt is observed on the carpeted surface
- Clean and shampoo carpets throughout the entire building 1x/year (Christmas break)
- Wipe down office desks, computer equipment, telephones, filing cabinets, counters, tables 1x/week. Do not move any paper work left on desks
- Vacuum & spot clean chairs 1x/fortnight
- Sweep/vacuum & mop records room 1x/week

#### 4) Toilets

- Sweep/vacuum & mop tiled floor surfaces 1x/daily Male & Female Toilets
- Sweep/vacuum & mop floors 1x/week ambulant and disabled toilets
- Clean & wipe down hand basins 1x/daily male & female toilets 1x/week ambulant and disabled toilets
- Clean mirrors 1x/week
- Replenish liquid hand soap, toilet roll & hand towel leaving one toilet roll for use on the toilet cistern
- Empty bin into 240 litre bin. Bin to have a liner 1x/daily male & female toilets 1x/week ambulant & disabled toilets
- Scrub urinal, using the urinal cleaner provided, removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks (provided). Method of cleaning for the urinals as attached is to be followed 1x/daily
- Clean toilet bowl and wipe down toilet seat and cistern 1x/daily male & female toilets 1x/week ambulant & disabled toilets
- Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
- Clean walls & toilet doors 1x/6 months
- Remove cob webs 1x/week
- Scrub tiled floor with mechanical scrubber 1x/6 months

#### 5) Council Chambers, President's Office & Councillors Kitchen

- Vacuum carpeted floors in the Councillors kitchen, Council Chambers, and Passage Ways prior and after use of the Council Chambers (usually every first and third Thursday of the month. Usage advised by bookings calendar)
- Vacuum carpet President's office 1x/month
- Wipe down tables, benches, desks & cupboard surfaces prior to and after use of Council Chambers as required
- Clean windows, glass doors and sills 1x/week
- Clean microwave 1x/month
- Clean refrigerator 1x/6months
- Wash, dry and put away in cupboards provided and crockery, cutlery & glassware after use of Council Chambers

- Empty dishwasher and place items in cupboards provided if dishwasher has been put on after use of Council Chambers
- Remove cob webs 1x/week
- Clean and shampoo carpets 1x/year

## **B) Boddington Town Hall - Johnstone Street**

### 1) Kitchen

- Sweep/vacuum & mop floor surface prior to use of the facility
- Clean and wipe down bench surface and sinks prior to use of facility
- Clean under bench shelves 1x/week
- Clean windows inside & out and sills 1x/week
- Clean wall surfaces 1x/6 months
- Empty internal bin into 240 litre bin after use of the facility
- Clean internal bin as required. Bin to have a liner
- Clean stove and refrigerator 1x/month
- Remove cob webs 1x/week

### 2) External

- Pick up any rubbish within a 5 metre radius of the building 1x/week
- Clean windows, sills and glass doors 1x/week. Spot clean glass doors as required.
- Sweep or use blower vac to clean external concrete & paved areas including steps 1x/week
- Place 240 litre bin out for collection before Tuesday collection day 1x/week

### 3) Main Hall

- Sweep/Vacuum & mop main hall prior to use
- Clean windows and sills 1x/month
- Remove cob webs 1x/week
- Seal & polish floor 1x/month

### 4) Male Toilets

- Sweep/vacuum & mop floor prior to and after use
- Clean & wipe down hand basin
- Clean mirror 1x/week
- Replenish toilet roll & hand towel leaving two toilet rolls for use on the toilet cistern as required
- Empty bin into 240 litre bin. Wash bin if necessary. Bin to have a liner 1x/week
- Scrub urinal removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks. 1x/week
- Clean toilet bowl and wipe down toilet seat and cistern prior to and after use
- Remove cob webs 1x/week
- Spot clean walls as required
- Clean walls and toilet doors 1x/6 months
- Clean windows & sills 1x/month
- Scrub tiled floor with mechanical scrubber 1x/year

### 5) Foyer

- Sweep/vacuum & mop prior to use
- Clean door glass 1x/week internal & external

- Remove cob webs 1x/week
  - Seal & polish floor 1x/month
- 6) Female Toilets
- Vacuum floor of ante chamber prior to and after use. Shampoo the carpet 1x/year
  - Sweep/vacuum & mop floor of toilets cubicles prior to and after use
  - Empty bin into 240 litre bin. Wash bin if necessary. Bin to have a liner 1x/week
  - Clean mirror 1x/week
  - Clean and wipe down hand basin prior to use
  - Clean toilet bowls and wipe down toilet seats and cisterns prior to use 1x/week
  - Replenish Toilet paper and hand towel leaving two toilet rolls for use on the toilet cisterns 1x/week
  - Remove cob webs 1x/week
  - Clean windows and sills 1x/month
  - Clean walls & toilet doors 1x/6 months
  - Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
- 7) Chair Store
- Sweep/vacuum floor 2x/year
  - Remove cob webs 1x/month
- 8) Stage
- Sweep/vacuum 1x/week
  - Remove cob webs 1x/week
  - Remove any rubbish left on the stage
  - Spot clean walls as required
- 9) Store – Left & right hand side of the stage
- Sweep/vacuum floor 1x/month
  - Remove cob webs 1x/month
  - Spot clean walls as required

## **C) Pavilion including Public Toilets and Change Rooms**

- 1) External
- Remove any rubbish and dispose of in bins provided within a 5 metre radius of the building 1x/week
  - Sweep/blower vacuum paved areas surrounding the building 1x/week
  - Spot clean any stains/chewing gum on paved surfaces, doors or walls 1x /week
  - Clean windows glass doors & sills external 1x/week. Spot clean glass doors as required.
  - Clean and remove cob webs 1x/week
- 2) Change Rooms and ablutions attached to Change Rooms
- Vacuum/sweep & mop floors 1x/week
  - Remove any rubbish and place in bin (use bin liner in internal bins)
  - Spot clean walls and carpeted floors if required 1x/week
  - Clean floors & walls of showers with a bleach solution 1x/month
  - Scrub floors with mechanical scrubber 1x/6months

- Clean and wipe down hand basin 1x/week
  - Restock toilet paper and hand towel 1x/week. Leave one toilet roll on each cistern for use.
  - Clean windows and sills 1x/week
  - Clean and remove cob webs 1x/week
- 3) Male & Female Public Toilets
- Sweep/Vacuum & mop floor surfaces 1x/daily
  - Clean and wipe down hand basins 1x/daily
  - Empty bins (liner in bin) 1x/daily. Wash bin if required.
  - Clean and scrub toilet bowls and wipe down seats 1x/daily
  - Scrub urinal, using the urinal cleaner provided, removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks (provided). Method of cleaning for the urinals as attached is to be followed 1x/daily
  - Replenish paper towel and interleaved toilet tissue in dispensers as required
  - Clean mirrors 1x/week
  - Remove any rubbish and place in bins 1x/daily
  - Clean walls and light fittings 1x/6months
  - Check syringe disposal units 1x/6months dispose of container and replace if required
  - Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
  - Clean and remove cob webs 1x/week
- 4) Function Room & Kitchen
- These areas are under lease and it is up to the lessee to clean.
  - Carpet in function room to be cleaned and shampooed 1x/year

**D) Boddington Medical Centre (Slop Hopper is available in HACC end Laundry Room) (cleaning to be completed by 8am)(Refer Appendix 2)**

- 1) External
- Sweep/blower vacuum all external concrete paved and soft fall areas 1x/week
  - Pick up and dispose of any rubbish within a 5 metre radius of the entire building 1x/daily
  - Clean and remove any cobwebs 1x/week
  - Clean all windows, glass doors and sills externally 1x/week. Spot Clean glass doors as required.
  - Spot clean walls if required 1x/week
  - Place 240litre rubbish and recycling bins on kerb for collection on Tuesdays (rubbish collected weekly recycling collected fortnightly) 1x/week
- 2) Foyer/Medical Waiting Room/Child Health Waiting Area/Passage Ways
- Sweep/Vacuum & mop floors 1x/daily
  - Clean mats 1x/daily
  - Clean glass doors, windows and sill 1x/week. Spot clean glass doors if required
  - Clean and remove any cob webs 1x/week
  - Clean insects out of and wipe down light fittings 1x/6months

- Clean chairs in waiting areas 1x/6months. Spot clean if required
  - Clean, seal and polish vinyl floors 1x/6months
  - Mechanically scrub tiled floor 1x/6months
  - Spot clean walls 1x/week
- 3) Staff Room
- Sweep/vacuum & mop floor 1x/daily
  - Clean windows & sills 1x/week
  - Wipe down benches, sinks and table 1x/daily
  - Clean and wipe cupboards internal & external 1x/month
  - Clean and remove cob webs 1x/week
  - Clean, seal and polish floor 1x/6months
  - Spot clean door and walls as required
  - Empty bin 1x/daily (use bin liner)
  - Clean windows & sills 1x/week
- 4) Public & Staff Toilets
- Sweep/vacuum & mop floors 1x/daily
  - Clean and wipe hand basins 1x/daily
  - Empty bins (liner required) 1x/daily
  - Empty nappy bin (liner required) 1x/daily
  - Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
  - Scrub toilet bowls and wipe down seats and cisterns 1x/daily
  - Wipe down benches and change table 1x/daily
  - Clean mirrors 1x/week
  - Replenish paper towel, toilet paper and liquid soap 1x/daily. One toilet roll on each cistern
  - Clean and remove cob webs 1x/week
  - Mechanically scrub tiled floor 1x/6months
  - Spot clean walls 1x/week
- 5) Dental Reception, Dentist Surgery (Consulting 3 and X-ray)
- Sweep/vacuum Floor & Mop 1x/week
  - Wipe down cupboards and benches 1x/week
  - Clean and wipe down hand basin and sink 1x/week
  - Clean windows and sills 1x/week
  - Clean and remove cob webs 1x/week
  - Clean seal and polish floor 1x/6months
  - Replenish paper towel and liquid soap 1x/week
  - Empty bin 1x/week
- 6) Medilab
- Sweep/vacuum & mop floors 1x/daily
  - Clean and wipe down hand basin and sink 1x/daily
  - Wipe down benches and cupboards 1x/daily
  - Clean windows and sills 1x/week
  - Replenish handtowel and liquid soap as required

- Clean and remove cob webs 1x/week
  - Spot clean walls 1x/week
  - Clean, seal and polish floor 1x/6months
- 7) Consulting Room 4 and Child Health
- Vacuum Floors 1x/week
  - Clean and wipe down hand basins benches and cupboards 1x/week
  - Replenish hand towel and liquid soap as required
  - Clean and remove cob webs 1x/week
  - Clean windows, glass doors and sills 1x/week
  - Empty bins 1x/week
  - Spot clean walls 1x/week
  - Clean and shampoo carpets 1x/year
  - Clean playground equipment (adjacent to Child Health Clinic Waiting Room) 1x/ daily Mondays, Tuesdays & Wednesdays

## **E) Public Toilets adjacent to Shire Office**

- 1) External
- Sweep/blower vacuum paved area surrounding the toilets 1x/daily
  - Pick up any rubbish within a 5 metre radius of the building 1x/daily
  - Clean and remove cob webs 1x/week
  - Spot clean walls and paving of any stains or chewing gum 1x/week
- 2) Male Toilets
- Clean and wipe down hand basin 1x/daily
  - Sweep & mop floor 1x/daily
  - Empty bin 1x/daily (liner required)
  - Clean mirror 1x/daily
  - Scrub toilet bowl and wipe over seat 1x/daily
  - Scrub urinal, using the urinal cleaner provided, removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks (provided). Method of cleaning for the urinals as attached is to be followed 1x/daily
  - Spot clean walls and door 1x/week
  - Clean and remove cob webs 1x/week
  - Mechanically scrub tiled floor 1x/6months
  - Check syringe disposal units 1x/6months dispose of container and replace if required
- 3) Female Toilets
- Clean and wipe down hand basin 1x/daily
  - Sweep & mop floor 1x/daily
  - Empty bin 1x/daily (liner required)
  - Clean mirror 1x/daily
  - Scrub toilet bowls and wipe over seats 1x/daily
  - Spot clean walls and doors 1x/week
  - Clean and remove cob webs 1x/week
  - Mechanically scrub tiled floor 1x/6months

- Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
- Check syringe disposal units 1x/6months dispose of container and replace if required

## **F) Foreshore Public Toilets**

### 1) External

- Sweep/blower vacuum paved area surrounding the toilets 1x/daily
- Pick up any rubbish within a 5 metre radius of the building 1x/daily
- Clean and remove cob webs 1x/week
- Spot clean walls and paving of any stains or chewing gum 1x/week

### 2) Male Toilets

- Clean and wipe down hand basins 1x/daily
- Sweep & mop floor 1x/daily
- Empty bin 1x/daily (liner required)
- Clean mirror 1x/daily
- Scrub toilet bowl and wipe over seat 1x/daily
- Scrub urinal, using the urinal cleaner provided, removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks (provided). Method of cleaning for the urinals as attached is to be followed 1x/daily
- Spot clean walls and door 1x/week
- Clean and remove cob webs 1x/week
- Check syringe disposal units 1x/6months dispose of container and replace if required

### 3) Female Toilets

- Clean and wipe down hand basins 1x/daily
- Sweep & mop floor 1x/daily
- Empty bin 1x/daily (liner required)
- Clean mirror 1x/daily
- Scrub toilet bowls and wipe over seats 1x/daily
- Spot clean walls and doors 1x/week
- Clean and remove cob webs 1x/week
- Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
- Check syringe disposal units 1x/6months dispose of container and replace if required

## **G) Foreshore BBQ area & Rotunda**

### 1) BBQ Area

- Sweep/blower vacuum floor 1x/daily
- Wipe down bench surrounding BBQ, seats and tables 1x/daily
- Remove and empty fat drum under BBQ 1x/week
- Clean and remove cobwebs 1x/week

- Clean up any rubbish within a 5 metre radius of the BBQ 1x/daily
  - Spot clean any stains or spill on concrete floor 1x/week
  - Clean BBQ plate 1x/daily
- 2) Rotunda
- Sweep/blower vacuum floor 1x/week
  - Wipe down seats and tables 1x/week
  - Clean and remove cob webs 1/week
  - Spot clean any stain or spill on concrete floor 1x/week

## **H) Ablutions & Office/Crib Room – Shire Depot**

- 1) Ablutions
- Sweep/vacuum & mop floor 1x/daily
  - Scrub toilet bowl and wipe over seat 1x/daily
  - Clean mirror 1x/week
  - Replenish paper towel and toilet paper leaving one roll of toilet paper on the cistern 1x/daily
  - Wipe laundry tub & benches 1x/week
  - Clean & remove cob webs 1x/week
  - Clean window & sill 1x/week
  - Clean walls & floor of shower 1x/week. Bleach walls & floor 1x/month
  - Mechanically scrub seal and polish vinyl floor 1x/6 months
  - Spot clean walls and doors 1x/week
- 2) Office/crib room
- Sweep/vacuum & mop floor 1x/daily
  - Wipe down bench, sink, table & desk 1x/daily
  - Wipe out microwave 1x/week
  - Clean window and sill 1x/week
  - Clean and remove cob webs 1x/week
  - Wipe out refrigerator & cupboard under sink 1x/6months
  - Mechanically scrub, seal and polish vinyl floor 1x/6months
  - Spot clean walls 1x/week

## **I) Old School (refer Appendix 3 for map)**

- 1) External
- Sweep/blower vacuum concrete paved areas surrounding the buildings 1x/week
  - Pick up all rubbish within a 5 metres radius of the buildings 1x/daily
  - Spot clean any walls/doors 1x/week
  - Clean up any stain or spill on concrete paved areas 1x/week
- 2) Toilets (Male & Female - single toilets located outside the main ablution block)
- Sweep/vacuum & mop floor 1x/daily
  - Scrub toilet bowl and wipe over seat 1x/daily
  - Wipe over hand basins
  - Clean mirror 1x/week
  - Clean & remove cob webs 1x/week



- Clean window & sill 1x/week
  - Mechanically scrub tiled floor 1x/6 months
  - Spot clean walls and doors 1x/week
  - Empty bins 1x/daily
  - Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
  - Scrub urinal, using the urinal cleaner provided, removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks (provided). Method of cleaning for the urinals as attached is to be followed 1x/daily
- 3) Main Ablution Block (Male and Female Toilets and Showers)(Note: these ablutions are only used when major events are held at the Old school such as the Music Festival, Rodeo and Special Events)
- Sweep/vacuum & mop floors prior to and after use for an event.
  - Scrub toilet bowls and wipe over seats
  - Wipe over troughs
  - Clean mirrors
  - Clean & remove cob webs
  - Clean windows & sills
  - Spot clean walls and doors as required
  - Empty bins
  - Scrub urinal, using the urinal cleaner provided, removing any rubbish caught in the drain cover & replenish where necessary the urinal blocks (provided). Method of cleaning for the urinals as attached is to be followed
  - Replenish toilet rolls and hand towel
  - Sweep/vacuum & mop shower floors
  - Scrub down shower walls
  - When ablutions are not being used for some time flush all toilets, urinal, run taps on troughs and showers to ensure the water seal in the drains are in situ 1x/fortnight
- 4) BBQ Area
- Sweep/blower vacuum floor 1x/week
  - Wipe down benches MWF
  - Wipe out sink & trough MWF
  - Spot clean any stain or spill on floor as required
  - Clean BBQ 1x/daily
  - Remove and empty fat drum 1x/week
  - Clean and remove any cob webs 1x/week
- 5) Stage
- Sweep/Blower vacuum floor 1x/week
  - Clean & remove cob webs 1x/week

## **J) Caravan Park (Cleaning to be done between 10 – 11am)**

### **Ablution Block**

### 1) External

- Concrete surrounds swept/blower vacuumed daily
- Dirty marks cleaned off as required

### 2) Internal

#### Male ablutions

- Floors – swept and mopped daily
- Walls – spot cleaned as required
  - o Walls & floors of shower cubicles washed down with bleach weekly
  - o Wash down walls & doors every 6 months
- Toilets – Clean toilet bowls, clean seats daily
  - o Clean external of toilet pedestal as required or monthly
  - o Replenish jumbo toilet roll as required
- Hand basins/Mirrors benches – clean and wipe over hand basins/mirrors/benches daily & replenish liquid hand soap and paper towel as required
- Showers – remove and wash shower curtains weekly
- Bins – empty bins daily
- Urinal – Clean urinal daily as per Desert Cube Daily Cleaning Procedures (attached)
- Windows – clean external and internal monthly
- Cob webs – remove weekly
- Check syringe disposal units 1x/6months dispose of container and replace if required

#### Female Ablutions

- Same procedure as per male abluion with the exception of removing and replenishing sanitary disposal unit monthly
- Clean and wipe down baby bath daily

#### Disabled

- As per male ablutions

### 3) Laundry

#### Internal

- Floors – swept and mopped daily
- Walls – spot clean as required
  - o Clean walls thoroughly every 6 months
- Washing machines/Dryers – clean bowls & lint filters daily
  - o Wipe over external surfaces
- Slop Hopper – clean daily
  - o Clean the pedestal weekly
- Benches/troughs – clean and wipe out daily
- Bins – empty daily
- Windows – clean external & internal monthly
- Cob webs – remove weekly

### 4) Campers Kitchen

- Floors – sweep/blower vac daily
  - o Spot clean any marks on the floors
  - o Clean and scrub every 6 months
- Walls – wipe down louvres behind the BBQ plates daily
  - o Spot clean any dirty marks
  - o Hose down blinds every 6 months
- BBQs – clean hot plates and surrounds daily
  - o Empty fat bucket as required (usually weekly)
- Sink/bench/tables/chairs – clean and wipe down daily
- Microwave/kettle/toaster – clean daily
- Bar fridge – clean weekly
- Cob webs – remove weekly
- Ceiling fans – dust off every 6 months

## 5) Ensuites

### General

- Some ensuites are used by permanent residents. The cleaning of the permanent resident ensuites will be carried out by the resident in question. A vacate clean will be required when the permanent resident vacates the site.
- A list of caravan park bookings will be sent every Monday to the person nominated by the contractor so use of the ensuite sites can be ascertained.

### External

- Sweep/vacuum & mop floor under verandah prior to and after use
- Clean windows external prior to use
- Spot clean walls as required
- Remove cob webs as required

### Internal

- Floors – swept and mopped prior to and after use
- Walls – spot cleaned as required
  - o Walls & floors of shower cubicles washed down with bleach 1x/month
  - o Wash down walls & doors every 6 months
- Toilets – Clean toilet bowls, clean seats & wipe down cisterns prior to and after use
- Place 2 rolls of toilet paper on the bench adjacent to the shower for spares
- Hand basins, mirrors & benches – clean and wipe over hand basins/mirrors/benches prior to and after use
- Showers – remove and wash shower curtains weekly
- Bins – empty bins daily
- Windows – clean external and internal monthly
- Cob webs – remove as required
- Clean exhaust fan grille prior to use
- Mechanically scrub and clean floor 1x/6 months

### Store Room

- Sweep/vacuum & mop floor prior to and after use
- Spot clean walls
- Remove cob webs as required

- Wipe over and clean shelves

-

## **K) Old Police Station (Layout attached Appendix 4)**

### 1) External

- Sweep/blower vac concrete areas prior to booking or if no bookings weekly
- Clean down table and chairs prior to booking
- Remove cob webs weekly

### 2) General

- Wash all linen/towels/sheets/mattress covers/blankets/tea towels/bath mats/hand towels used by occupants after use.
- Empty bins after occupants have booked out

### 3) Foyer (F)

- Sweep floor prior to booking
- Spot clean walls & ceiling as required
- Clean glass louvres & glass in entry door monthly
- Remove cob webs weekly

### 4) Lounge (L)

- Floor vacuum prior to and after booking
  - o Spot clean stains on carpets
  - o Shampoo carpet yearly
- Walls – spot clean walls
- Ceiling fan – dust off every 6 months
- Table/TV cabinet/occasional table/TV – dust & clean prior to booking
- Remove cob webs weekly
- Clean windows internal & external monthly
- Spot clean sofas and chairs

### 5) Toilet area off the Lounge (B & W)

- Floors – sweep and mop floors prior to use
- Walls – spot clean walls
- Clean hand basin, mirror & bench prior to use
- Clean toilet, wipe over seat, cistern & pedestal prior to and after use
- Replenish toilet paper prior to use ensure spare roll is located adjacent to the toilet pan
- Clean window & louvres in the toilet cubicle monthly
- Remove cob webs weekly

### 6) Kitchen (K)

- Floors – sweep and mop prior to use
- Walls – spot clean as required
- Bench/microwave/sink – clean prior to use
- Remove cob webs weekly
- Clean window external & internal monthly
- Cupboards – wipe out and clean every 6 months
- Crockery/cutlery/utensils/fry pan/glassware – ensure all are clean prior to use
- Replenish dishwashing liquid & sponges scourers for washing of dishes as required.

### 7) Cells (D & C)

- Floors – sweep and mop prior to use
- Walls/doors – spot clean walls & doors
- Nightstand – clean as required

- Windows – clean external and internal monthly
- Remove cob webs weekly
- Make up beds prior to use
- Seal and polish wooden floors monthly
- 8) Hall Way (H)
  - Floors – vacuum hall runner carpet prior to use
    - o Clean floor under hall runner carpet prior to use
  - Spot clean walls
  - Remove cob webs weekly
  - Seal and polish wooden floor monthly
- 9) Ablutions (A)
  - Floors – sweep and mop prior to use
    - o Scrub tiles with mechanical scrubber every 6 months
  - Walls – spot clean walls
    - o Scrub walls yearly
  - Shower – clean walls and floor prior to use. Bleach walls monthly
  - Toilet – scrub pan wipe over seat cistern and pedestal prior to use
    - o Replenish toilet paper as required. Leave an extra toilet roll on the cistern
  - Hand basin/Mirror/shower screen – wipe over and clean prior to use
  - IXL tastic – dust off exhaust fan cover and heater lights
  - Remove cob webs weekly
  - Glass dividing wall – clean internal and external prior to use
  - Old Lock Up Ablutions – sweep & dust, remove cob webs monthly

## **L) Early Learning Centre (Appendix 5)**

### **To be cleaned weekly**

- 1) External
  - Sweep/blower vac paved areas and verandahs
  - Spot clean walls
  - Remove cob webs
  - Clean glass doors & vacuum out sand, grit, dust out of sliding glass door tracks
  - Clean windows 1x/month
- 2) Foyer, 0-2 Years Room, 3-5 Years Room, Quiet Room & Cot Room
  - Sweep/vacuum & mop floors
  - Spot clean walls as required
  - Clean tables & chairs as required
- Remove cob webs
- 3) Staff Room
  - Sweep/vacuum & mop floor
  - Spot clean walls
  - Remove cob webs
  - Clean windows 1x/month
- 3) Office & Office/Store
  - Sweep/vacuum & mop floor
  - Spot clean walls
  - Remove cob webs

- Clean windows 1x/month
- 4) Toilets
  - Sweep/vacuum & mop floors
  - Spot clean walls & doors
  - Remove cob webs
  - Clean windows 1x/month
  - Scrub toilet bowl and wipe down cistern, seat and pedestal
  - Wipe down benches, hand basins & mirrors
  - Replenish hand towels, toilet paper & liquid hand soap dispensers
- 5) Kitchen
  - Sweep/vacuum & mop floor
  - Clean benches, sink & hand basin
  - Spot clean walls and door
  - Wipe over range hood and sink
  - Wipe out cupboards, clean stove & range hood filters 1x/6 month
  - Remove cobwebs
- 6) Laundry
  - Sweep/vacuum & mop floor
  - Spot clean walls & door
  - Remove cob webs
  - Wipe out laundry trough
  - Move washing machine and clean floor underneath 1x/6 months
- 7) General
  - Mechanically scrub, mop, seal and polish vinyl floors throughout the Centre 1x/6 months
  - Clean and shampoo mats 1x/6 months
  - Store Room will be cleaned by staff at the Centre

## **M) Youth Centre (Appendix 6)**

Cleaning to take place over weekend

### 1. External

- Blower vacuum or sweep surface of jarrah deck & walkway 1x/ week
- Spot clean floor surface weekly
- remove cob webs weekly
- Clean windows external monthly
- Wash Jarrah deck monthly

### 2. Movie Room

- Vacuum or sweep & mop vinyl floor surface 1 x week
- Vacuum seating area 1x week
- Spot clean walls 1 x week
- Dust shelf & television 1 x week
- Remove cob webs 1 x week
- Clean glass windows & door 1 x month. Spot clean glass doors as required
- Empty rubbish bin 1 x week
- strip & seal vinyl floor 1x 6 months

### 3. Meeting/IT Room

- Vacuum or sweep & mop vinyl floor 1 x week
- Wipe down bench 1 x week
- Dust computers 1 x week
- Remove cob webs 1 x week
- Spot clean walls 1 x week
- Empty rubbish bin 1 x week
- Remove cob webs 1 x week
- Clean glass door & window 1 x month. Spot clean glass door as required
- Clean, strip & seal vinyl 1 x 6 months

#### 4. Toilets & airlock

- Vacuum/sweep & mop floor 1 x week
- Scrub toilet bowls & wipe over seats 1 x week
- Wipe over hand basins 1 x week
- Clean mirrors 1 x week
- Empty Bins 1 x week
- Spot clean doors & walls 1 x week
- Remove cob webs 1 x week
- Clean windows 1 x month
- Scrub floors with mechanical scrubber 1 x 6 months
- Replenish paper towel & toilet paper as required

#### 5. Office/Counselling Room

- Vacuum/sweep & mop vinyl floor
- Wipe sink & surrounding bench 1 x week
- Remove cob webs 1 x week
- Spot clean walls 1 x week
- Empty rubbish bin 1 x week
- Remove cob webs 1 x week
- Clean glass door & window 1 x month. Spot clean glass door as required
- Wipe over desk/s 1 x month
- Clean, strip & seal vinyl 1 x 6 months

#### 6. Kitchen

- Vacuum/sweep & mop vinyl floor 1 x week
- Wipe down benches, sinks & hand basin 1 x week
- Empty bins 1 x week
- Wipe over exhaust canopy 1 x month
- Spot clean walls 1x week
- Remove cob webs 1 x week
- Clean oven & stove top 1 x month
- Clean windows 1 x month
- Clean, strip & seal vinyl floor 1 x 6 months

#### 7. Kitchen Store & Store

- vacuum/sweep & mop floors 1 x week
- Remove cob webs 1 x week
- Clean, strip & seal vinyl floor 1 x 6 months

#### 8. Multi Purpose Space

- Vacuum or sweep & mop vinyl floor surface 1 x week
- Spot clean walls 1 x week
- Remove cob webs 1 x week
- Clean glass windows & door 1 x month. Spot clean glass door as required
- Empty rubbish bin 1 x week
- Clean, strip & seal vinyl floor 1x 6 months

#### 9. General

- Mechanically scrub, mop, seal and polish vinyl floors throughout the Centre 1x/6 months
- Scrub tiled floors in ablutions and passage way 1x/6months

### **N) Dump Point (Old Shire Depot – Johnstone Street)**

- Hose, clean and disinfect dump point tray, under the lid, external cover and concrete surround 1x/month

### **O) Multifunction Building/Community Hub – Retirement Village/Independent Living Units (Building 15 Appendix 7)**

#### **1. External**

- Sweep/blower vac brick paved areas under Alfresco and Verandah
- Clean glass doors and windows 1/month
- Spot clean walls as required
- Remove cob webs as required

#### **2. Multifunction Room (including hallway)**

- Sweep/vacuum and mop floor 1/week
- Spot clean walls as required
- Clean glass doors and windows 1/month. Spot clean glass doors as required.
- Strip seal and polish vinyl floor 1/6months
- Clean tables and chairs as required
- Remove cob webs as required
- 

#### **3. Store 1 & Store 2**

- Sweep/vacuum and mop floor 1/month
- Spot clean walls & doors as required
- Remove cob webs as required
- Clean window (Store 2) 1/month

#### **4. Office**

- Sweep/vacuum & mop floor 1/week
- Spot Clean walls & door as required



- Clean bench 1/week
- Clean window 1/week
- Remove cob webs as required
- Strip seal and polish vinyl floor 1/6months

#### **5. Toilet**

- Sweep/vacuum & mop floor 1/week
- Spot clean walls & door as required
- Clean window 1/week
- Scrub toilet bowl and wipe down cistern and seat 1/week
- Wipe over bench, hand basin and mirror 1/week
- Replenish paper towel, liquid soap and toilet paper 1/week
- Empty bin 1/week
- Remove cob webs as required

#### **6. Kitchen**

- Sweep/vacuum & mop floor 1/week
- Spot clean walls & door as required
- Clean windows and glass door 1/week
- Wipe over bench and cupboard tops 1/week
- Wipe over range hood and sink 1/week
- Wipe out cupboards, clean out stove and range hood filters 1/6months
- Remove cob webs as required
- Strip seal and polish vinyl floor 1/6months

#### **7. Cleaners room**

- Clean walls, floors slop hopper as required

### **P) RECREATION CENTRE (Appendix 8)**

#### **1) External**

- Blower vac/sweep concrete surrounds 1x/week
- Clean windows external 1x/month
- Clean glass doors external 1x/week
- Spot clean windows & glass doors as required
- Spot clean external walls
- Remove cob webs 1x/month

#### **2) Foyer areas**

- Vacuum carpeted area 1x/week
- Clean glass doors & windows 1x/week.
- Spot clean wall 1x/week
- Spot clean windows & glass doors as required
- Remove cob webs 1x/week
- **Before & after use of the function room all of the above**
- 

#### **3) Function Room**

- Clean windows & sills internal 1x/week
- Clean glass doors 1x/week. Spot clean if required
- Vacuum & mops floors prior to and after use

- Clean and shampoo carpets 1x/year
- Scrub floor tiles 1x/6months
- Remove cob webs 1x/month
- Empty bins and replace bin liners in bins 1x/week
- **Before & after use of the function room all of the above**

#### 4) Public Toilets (Male, Female & Disabled)

- Sweep/vacuum & mop floor surfaces 1x/week
- Clean and wipe down hand basins 1x/week
- Empty bins (liner in bin) 1x/week. Wash bin if necessary
- Clean & scrub toilet bowls and urinals and wipe down seats 1x/week
- Clean mirrors 1x/week
- Spot clean walls doors & ceilings 1x/week
- Replenish paper towel, toilet paper and liquid soap in the dispensers provided as required
- Change sanitary bin cartridge 1x/month
- **Before & after use of the function room all of the above**
- Remove cob webs 1x/month

#### 5) Change Rooms (Home, Away Teams & Umpires)

- Replenish paper towel, toilet paper and liquid soap in the dispensers provided 1x/week
- Change sanitary bin cartridge 1x/month
- Remove cob webs 1x/month
- Sweep/vacuum & mop floor surfaces 1x/week
- Clean and wipe down hand basins 1x/week
- Empty bins (liner in bin) 1x/week. Wash bin if necessary
- Clean & scrub toilet bowls and urinals and wipe down seats 1x/week
- Clean mirrors 1x/week
- Spot clean walls doors & ceilings 1x/week
- Scrub tiled surfaces 1x/6months
- Clean shower cubicle walls and floors with bleach 1x/month

#### 6) Kitchen & Store Room

- Vacuum & scrub floor 1x/week (Kitchen, store room & Cool room)
- Mechanically scrub kitchen floor 1x/3months
- Clean & wipe down benches 1x/week
- Clean windows 1x/month
- Clean & wipe down hand basin, sinks & dishwasher 1x/week
- Clean filters in dishwasher 1x/week
- Empty & wash and clean bins as required (place liner in bins)
- Thoroughly clean & wipe down oven & grill plate 1x/month

- Clean & wipe down external surface of exhaust hood 1x/month
- clean and wipe down shelves 1x/month
- Clean bain marie & pie warmer 1x/month
- Remove cob webs 1x/month

### **7) Coaches Room**

- Sweep/vacuum & mop floor 1x/week
- Clean windows 1x/month
- Spot clean walls as required
- Remove cob webs 1x/month
- Strip, seal & polish vinyl floor surface 1x/6 months

### **8) Medical Room**

- Vacuum carpet 1x/week
- Clean & wipe over hand basin 1x/week
- Spot clean carpet as required
- Spot clean walls as required
- Remove cob webs 1x/month

### **9) Store Rooms**

- Vacuum/sweep floors 1x/6 months
- Remove cob webs 1x/6 months
- Wipe down and clean chairs used in the function room ¼ months

### **10) Sports Hall**

- Vacuum/sweep floor surface 1x/week
- Clean off dirt and dust stains from floor surface as required
- Remove cob webs 1x/month
- Wash floors using machine and chemical provided 1x/fortnight
- Wipe down & clean spectator seats 1x/fortnight
- Spot clean walls as required
- Remove rubbish as required

- Wipe over and clean window sills 1x/month

## Q) Library/Visitors Centre

1. External
  - Sweep/blower vacuum concrete floors under verandah 1x/daily
  - Spot clean concrete floors as required
  - Sweep/Blower vacuum ramp to decking 1x/daily (decking will be cleaned by Café lessee)
  - Remove cob webs 1x/week
  - Spot clean walls
  - Clean windows and sliding glass doors 1x/week (the glass door off the decking will be maintained by the café lessee)
2. Library including library extension (Library closed Mondays)
  - Sweep/vacuum & mop vinyl floor from entry doors to library 1x/daily
  - Vacuum carpeted areas 1x/daily
  - Wipe down and clean benches and kitchen sink 1x/daily
  - Wipe down and clean reception desk, computer and small table 1x/daily (do not move any paper work)
  - Empty bin as required (bin liner to be used)
  - Wipe down sofa & Cushions chairs 1x/week
  - Spot clean walls
  - Clean windows and sliding glass door into library extension 1x/week
  - Remove cob webs 1x/week
  - **Clean, strip & seal vinyl 1 x 6 months**
  - Shampoo & clean carpets 1x/yearly (Christmas break)
3. Toilet
  - Sweep/vacuum & mop floor 1x/daily
  - Wipe down toilet seat cistern and scrub toilet bowl 1x/daily
  - Wipe down hand basin and mirror 1x/daily
  - Empty bin 1x/daily (bin liner to be used)
  - Wipe down disabled hand rails 1x/week
  - Spot clean walls as required
  - Remove cob webs 1x/week
  - Replenish hand towel and liquid soap as required
  - Clean exhaust fan grille 1x/6 months
  - Mechanically scrub floor tiles 1x/6 months
4. Café
  - The café lessee will look after the day to day cleaning of the area behind their counters and the deck area
  - Sweep/vacuum & mop floors 1x/daily
  - **Clean, strip & seal vinyl floor 1 x 6 months (including kitchen area)**
  - **Clean windows & sills 1x/week**
  - **Spot clean walls**
  - **Remove cob webs 1x/week**
5. Interpretive Centre
  - Sweep vacuum & mop floors 1x/daily

- Spot clean walls as required
- Wipe down and dust benches and displays 1x/week
- Clean glass or perspex covers over displays 1x/week
- Wipe over I pads 1x/week
- Remove cob webs 1x/week
- Clean windows & sills 1x/week
- Wipe down & clean cushion seats & stools 1x/week
- Clean, strip & seal vinyl floor 1 x 6 months

#### 6. Store Room

- Vacuum/sweep & mop floor 1x/6months

## R) Hotham Park (Appendix 9)

### 1. Public toilets (Located behind Youth Centre)

- Clean and wipe down hand basin and stainless steel shelf 1x/daily
- Sweep & mop floor 1x/daily
- Empty bin 1x/daily (liner required)
- Wipe down and clean baby change table
  - Scrub toilet bowls and wipe over seats 1x/daily
  - Spot clean walls and doors
  - Clean disabled compliant rails 1x/daily
  - Clean and remove cob webs 1x/week
  - Mechanically scrub floor 1x/6months
  - Empty sanitary bins 1x/month (different style of sanitary bins may be installed. If not installed and the contracted service continues emptying of sanitary bins will not be required)
  - Sweep/blower vac external floor area 1x/daily

### 2. Barbeques and Associated Shelters

- Floors – sweep/blower vac daily
  - o Spot clean any marks on the floors
  - o Mechanically clean and scrub every 6 months
- BBQs – clean hot plates and surrounds daily
  - o Empty fat bucket as required (usually weekly)
- Clean and wipe down tables and seats under the shelter

## 2.5 Cleaning Standards

### 2.5.1 Standards and Outcomes

These Services are to be provided daily or in accordance with the Cleaning Schedule.

The Premises must be visibly clean to the standard specified up to a height of 2 (two) metres.

The Premises will be deemed to be clean if:

General cleanliness

a) All floors, walls, windows, internal glass, public counters, glass public notice boards, glass display cases, doors, desks, tables, chairs, picture frames, handrails, benches and furniture are free of dust, dirt, marks and general residue;

b) All ledges, sills, skirting boards are free of dust and cobwebs;

c) All under roof external walls, eaves and vents are free of dust and cobwebs;

#### Floors

a) All carpeted areas are visibly clean and free of ingrained dirt and stains;

b) All floors have an even shine, are free of marks and are slip resistant;

c) All concrete and vinyl floors are visibly clean and mopped with a disinfectant where appropriate;

d) Vacuum clean all corners, edges of carpets and under furniture.

e) All fittings are free from visible dirt and residue cleaner, including sinks, water drinking units and kitchen equipment;

f) Any hosed areas are reasonably dry after hosing down;

#### Waste

a) Courtyards are free of litter and bins are correctly stored;

b) All waste bins have been emptied, waste has been removed and bin liners replaced as necessary;

c) Place waste bins out for collection as detailed

#### Kitchen

a) All dishes that have been left in sink are washed, dried and placed in cupboards

b) Dishwasher emptied and dishes placed in cupboards;

#### Toilets

a) All toilet fittings, including hand basins, chrome fittings, toilet seats, pans and all mirrors are clean and sanitised. Urinals to be cleaned as per Appendix 10 ;

b) All toilet/shower wall tiles and dividing walls are clean, toilet floors are clean and disinfected;

c) All emptied toilet paper and hand towel dispensers have been refilled, and hand soap has been replenished;

#### Computers and Office

a) All computer screens and keyboards are clean and wiped down with dry lint free rags;

b) Telephones are alcohol wiped or similar;

c) Any other cleaning Service identified at site inspections etc. that is not covered by the above.

The Contractor must not read, move or otherwise interfere with any items or papers left on desks.

The cleaning Services listed above are provided as a guide only and may not be required at every Facility. Any specific Services unique to individual Facilities have been identified where possible. Similarly, whilst every endeavour has been made to include all aspects of the cleaning maintenance program, any obvious exclusions relating to a particular site are to be taken as inclusive of the general cleaning requirement.

#### 2.5.2 Standards and Outcomes – Monthly Standard Regular Cleaning Services

The following monthly standards are required:

- a) All exposed air-conditioning grille vents and ducting are free of dust, marks, cobwebs, smudges and smears at each level of the building.
- b) Clean all windows; and
- c) Clean all light switches.

#### 2.5.3 Standards and Outcomes – 6 Monthly Standard Regular Cleaning Services

The following standards are required:

- a) Wash and disinfect all waste paper bins;
- b) Clean light diffusers inside and out, dust all light fittings;
- c) Clean all refrigerators.

#### 2.5.4 Standards and Outcomes – Function Cleaning

Cleaning Services for the Council Chamber are required prior to functions being held within the Premises.

Council meetings take place every first and third Tuesday of the month. Cleaning Services are required on the Monday of the same week.

A full clean will constitute all of Regular Cleaning Services as listed as well as the following extra requirements:

#### Additional Full Clean Requirements – Post Function Cleaning

**Glass and Metal Work** Spot clean glass doors;

Clean all bright fittings.

**Carpeted Floors** Vacuum thoroughly;

Spot clean soil marks.

#### **Toilets and Washrooms**

As per toilets under General Cleanliness 2.5.1 above

**Bar Area** Empty and clean waste receptacle, fit with plastic liner;

Clean all glasses, dishes, etc;

Clean and polish all bright metal fittings;

Spot clean walls and doors;

Vacuum floor;

Clean tea towels, table cloths, etc;

Remove empty bottles to the rubbish compound.

#### 2.5.5 Standards and Outcomes – Public Conveniences Standard Clean

a) Sweep entrance and paths to toilet blocks and remove all debris.

b) Spot clean all walls, doors etc. from floor level to a height of 3 (three) metres.

c) Sweep clean and wet mop all hard floor surfaces.

d) Remove all waste from within the building and place in waste bins where provided or if bins are not provided remove all waste off site.

e) Empty and wipe out all waste paper and waste bins in the toilet blocks and replace bin liners where necessary.

f) Clean and wash down all internal fixtures including paper towel holders, toilet tissue holders, hand basins, pans and any mirrors or reflective surfaces with an approved disinfectant removing all residues. Clean urinals as per Appendix 3

g) Clean and hose down all wall tiles and dividing walls, wet mop and disinfect toilet floors.

h) Replenish stocks to paper hand towels and interfold toilet tissue holders etc. as required.

i) Check that all lighting, fixtures and fittings are operational and if malfunctioning notify the Principal's Building Maintenance Coordinator, within 24 hours of detecting the malfunction.

j) Notify the Principal's Representative of any graffiti to the building as soon as practicable.

k) During cleaning works an approved sign shall be erected at the toilet entrance informing the public that work is in progress.

#### 2.5.6 Standards and Outcomes – Barbecues Facilities Standard Clean

a) Cleaning of electric barbeques shall be undertaken using a biodegradable cleaning fluid approved by the Principal.

b) The surfaces of the hot plate, lid, serveries, brick work, tiling, stainless steel surrounds barbecue structure and paving slabs and/or concrete apron surrounding the barbecue areas shall be cleaned with an approved high-pressure water washer using the approved cleaning fluid.



c) All surfaces are to be free of visible dirt, grease and burnt food residue, leaving a clean, spotless appearance.

d) The fat tray is to be emptied on a weekly basis to prevent overflow and fully cleaned. The internal barbecue void at least once per month. The grease and residues from the fat trays is to be removed off site and disposed in an approved manner. The Contractor shall verify that the barbecues are fully operational at the time of each visit and is to notify the Principal's Representative of any operational failure/s.

#### 2.5.7 Standards and Outcomes – Weekly Standard Cleaning Services

The regular cleaning Service, in addition to the daily standard, is to include the following weekly clean:

- a) Remove dust from ceiling air vents;
- b) Buff resilient floors and replace polish as necessary;
- c) Dust tops of high-level furniture using dust control cloths.

The Contractor shall submit a schedule of these items to the Principal's Representative before the commencement date of the Contract.

#### 2.5.8 Standards and Outcomes – Monthly Standard Cleaning Services

The following monthly standards are required:

- a) All regular cleaning Services to be done up to a height of 3 (three) metres.
- b) All venetian/vertical blinds, columns, light fittings (detachable), under eaves, verandas, exposed air-conditioning grille vents and ducting and ceiling fans are free of dust, marks, cobwebs, smudges and smears at each level of the building.
- c) Internal surfaces for appliances including fridges, microwaves, stoves dishwashers etc. are inspected and cleaned where necessary.
- d) Defrost, clean and reset refrigerators.

#### 2.5.9 Standards and Outcomes – Standard (Where Applicable) Regular Cleaning Services

The following quarterly standards are required:

- a) Set up all trestle tables, clean and check for repairs.
- b) Wash and disinfect all waste paper bins.
- c) Clean light diffusers inside and out, dust all light fittings.
- d) Clean diffusers to toilet exhaust systems.
- e) Clean all external glass inside and out on all levels as specified below:

f) Thoroughly brush the exterior framework free from dust and grime and then swab clean prior to cleaning the glass.

g) Remove all cobwebs from external eaves and framework.

h) Remove and clean all detachable insect screens and clean to remove dust and grime and then refit.

i) Wash the glass (both sides) free of dirt, and then squeegee the glass clean.

j) Wipe clean the interior framework and damp swab leaving no smears. The framework includes sash surrounds to the glass panes, head, sill, joints, mullions, transoms to the glass. It also includes glazing beads.

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k) Remove all items on shelving and clean, dust, remove all dirt grime and residues from wall and shelving returning items to shelves.

#### 2.5.11 Standards and Outcomes – Periodical Cleaning Services (Where Required)

##### a) Carpet/Mat Cleaning Requirements

The Contractor shall clean by the method nominated by the Principal's Representative (i.e. hot water extraction, except where the carpet manufacturer recommends otherwise) all carpeted areas and mats as specified by the Principal.

The method, frequency and areas to be cleaned will be determined by the Superintendent's Representative as appropriate.

##### b) Floor Stripping and Sealing

Hard floors shall be stripped and sealed as agreed with the Principal's Representative. Areas to be as specified by the Principal's Representative.

## 2.6 Definitions and Standards

### Appliances - Damp Dust

After damp dusting is complete all external surfaces shall be free of all dust and dirt to leave a clean, dry, uniform appearance.

### Book Shelves (Fixed)

All exposed shelving shall be dusted so that surfaces shall be free of all dust and dirt to leave a clean appearance.

### Carpet – Spot Clean

After spot cleaning of carpet, the surface should be free of marks, dirt, spots (including substances such as chewing gum, Blue Tac etc.) and residue cleaner leaving a visible clean finish with a uniform appearance.

In accordance with AS 3733.

#### Carpet – Vacuum

After vacuuming is complete, carpet shall be free of all visible litter, dirt, dust and build-up especially on edges) ensuring a clean uniform appearance

In accordance with AS 3733.

Chairs, Cloth – Vacuum After cleaning, chairs are to be free of dirt and marks.

#### Chairs, Cloth – Shampoo Extraction Method

When extraction shampooing is complete, the surface should be free of all deep-seated dirt, stains and soiling, and be left in a reasonably dry condition giving a clean uniform appearance.

Chairs – Clean After cleaning, chairs are to be free of dirt and marks.

#### Drink Troughs, Sinks (Stainless Steel) – Clean

On completion of cleaning, all surfaces are to be free of visible dirt, bacterial and residue cleaner, leaving a clean appearance.

#### External Walls, Brick Walkways,

#### Concrete – Hose/Sweep/Clean

After hosing, sweeping and cleaning of external walls, eaves, brick walkways and concrete is complete, all areas shall be free of dust, cobwebs, accumulated dirt, litter, sand and excess water leaving surfaces clean and reasonably dry.

When adjoining areas accumulate debris or waste as a result of this process, all debris and waste must be removed and disposed of appropriately.

#### Floors (All) – Sweep

After sweeping, all floor surfaces shall be free of visible dust, loose dirt and litter.

All dust, loose dirt and litter shall be collected and disposed of in an approved waste bin.

#### Floors (Vinyl, Ceramic, Tiles, Concrete) – Damp Mop

On completion of damp mopping, all floor surfaces shall be free of all marks and dirt especially in corners and edges, visibly clean and without streaks.

#### Floors (Vinyl, Ceramic, Tiles, Concrete) – Machine Scrub

On completion of machine scrubbing, all floor surfaces shall be free from all visible dirt, marks, grime, residue cleaner and any build-up (especially the edges) to display a uniform appearance.

In accordance with AS 1884.

#### Floors (Parquet/Timber)

On completion of cleaning, shall be free of all marks and dirt, especially in corners and edges, to be visibly clean with an even sheen.

#### Floors (Vinyl) – Machine Buff

After buffing, all vinyl floor surfaces shall have an even uniform gloss restored across the entire surface with scuffmarks removed.

In accordance with AS 1884.

#### Floors (Vinyl) – Dry Strip

After the dry strip is completed, all vinyl floor surfaces shall be free of all loose dirt, scuff marks, old sealers/polishes and other residues ensuring the floors will remain free of build-up and in a condition ready for the seal to be applied.

In accordance with AS 1884.

#### Floors (Vinyl) – Seal

After sealing the vinyl floor, the finish should be uniform across the entire surface, slip-resistant and in a condition that will protect the floor.

In accordance with AS 1884.

#### Floors (Vinyl) – Polishing

On completion of polishing, all vinyl floor surfaces shall have an even shine that is free of scuffmarks with a slip-resistant finish.

In accordance with AS 1884.

Floors (Vinyl) – Wet Strip On completion of the wet strip, all vinyl floors shall be free of dirt, scuff marks, old sealers/polishes and other residues ensuring floors will remain free of build-up and in a condition ready to seal.

In accordance with AS 1884.

#### Flyscreens/Window Frames, Mullions Etc. – Clean

After removing screens, brushing free of dust and scrubbing screens and frames, they should be free of dust and dirt.

#### Glass (Windows, Partitions, Doors) –

## Spot Clean

After spot cleaning of glass, partitions, windows and doors, all marks and dirt on windows shall be removed leaving the surface visibly clean and unmarked.

## Glass (Windows, Partitions, Doors) –

### Wash

After washing of glass is complete, the surface shall be free of visible dirt and smears.

### Grilles (In Doors, Air Conditioning, Diffusers, Vents) – Damp Dust

After damp dusting is complete, all grilles shall be free of dust and dirt to leave a clean, dry uniform appearance.

### Partition Walls – Painted

The surface shall be free of all removable marks, dust and be visibly clean with a uniform appearance.

### Waste Bins – Empty and Replace Liners

Liners are only required for the general waste bins, not recyclables.

After emptying of waste bins has taken place, the bins shall be free of dirt and litter.

Liners shall be changed, with a size compatible to that of the bin, with every clean or as necessary depending on the Facility.

## Stairs

All steps and risers shall be free of visible dust, loose dirt and litter. All metal surfaces are to be wiped cleaned and sanitised to remove dust, dirt and bacteria

### Surfaces – Damp Dust

After damp dusting is complete, all surfaces shall be free of visible dust, dirt and build-up (especially in corners and edges) to leave a clean, dry uniform appearance.

### Tables, Cupboards, Chairs, Desks – Damp Dust/Clean

After damp dusting/cleaning of tables, cupboards, cupboard interiors (not Office Furniture) namely walls and shelves chairs and desks is complete, all surfaces shall be free of dirt, dust and residue cleaner to leave a clean, dry uniform appearance.

On the interior of cupboards all items must be removed and returned after cleaning.

### Toilets, Toilet Units, Hand Basins – De-scaling

On completion of de-scaling, urinals and toilet bowls shall be free of calcium build-up, acid, odour, bacteria, residue cleaner and all visible dirt leaving the surfaces with a clean appearance. After sanitising, toilets and hand basins will be free of dirt and dust.

#### Toilet Partitions – Clean

On completion of cleaning of toilet partitions, the surface shall be free of all removable marks, dust and be visibly clean with a uniform appearance.

Non-removable marks (graffiti) are to be referred to the Principal Representative.

#### Toilet Units, Hand Basins – Clean and Sanitise

After cleaning and sanitising, toilets and hand basins shall be free of dirt, dust, stains and marks, cleaner residue and bacteria.

#### Walls (Brick) – Spot Clean

After spot cleaning has been carried out on brick walls, all removable marks and dirt are to be eliminated leaving the surface visibly clean and free of any residue cleaner.

Non-removable graffiti on external walls is not to be cleaned, but referred to the Principal Representative.

#### Walls (Painted) – Spot Clean

On completion of spot cleaning on painted walls, surfaces shall be free of marks, dust, residue, cleaner and be visibly clean with a uniform appearance.

#### Window Tracks – Vacuum

On completion of vacuuming, the window grooves will be free of dust, sand, dead insects and debris leaving the surfaces clean and unobstructed.

#### Wooden Furniture - Polishing

After polishing, wooden furniture shall be free of dust and marks and will be clean with a uniform high sheen for lasting protection.

Note: It is recognised that some marks and stains require special cleaning processes to effect removal.

The Contractor shall report these to the Principal's representative upon identification.

#### 2.6.1 Standards and Outcomes - Exclusions

The Contractor shall not be required to clean:

- a) Outside drains and spoon drains regardless of the proximity to the building/s;
- b) Storerooms except for Periodical Cleaning Services when they are left open and the floor is cleared;

- c) All gutters;
- d) Obstructed tables, benches etc;
- e) Full sinks;
- f) Work benches, machines and hand tools;
- g) Plant rooms;
- h) Machines, such as photocopiers, cash registers, telephones, fax machines, laboratory equipment, computer equipment etc.

Such equipment shall not be touched or disturbed under any circumstances unless otherwise authorised by the Principal in writing.

### **2.7 Hours of Work**

The Administration and Medical Centre Buildings shall be serviced five (5) days per week, Monday to Friday with the exception of any gazetted public holidays.

The Contractor is required to propose Cleaning days and times for each asset or building to the Principal prior to the Contract commencement. Cleaning schedules have to be mutually agreed upon. Cleaning of the Shire Office and Medical Centre need to be completed before 8.00 am

The Contractor shall not be held responsible for cleaning not performed due to circumstances outside the Contractors control. i.e. the presence of the Principal's staff outside normal hours/electricity failure etc. The Principal shall where necessary agree a variation with the Contractor.

Public events may alter the hours of work.

### **2.8 Additional Cleaning**

From time to time the Principal may require additional cleaning and when these additional Services are required, the Principal shall notify the Contractor or Contractor's representative in writing and try to provide a minimum of forty eight (48) hours notice.

### **2.9 Emergency Works**

The Contractor must provide an after-hours contact phone number for any emergency cleaning that is deemed necessary. This work is to be invoiced separately at an agreed hourly rate.

### **2.10 Occupational Safety Health and Welfare**

The Contractor shall provide upon appointment:

- A list of products intended for use in the maintenance of this Contract with Material Safety Data Sheets
- The Contractor shall place copies of Material Safety Data Sheets in the allocated Cleaners Room(s) at each site, and have them available for inspection at all times

- Where products are varied from those originally listed, the Contractor shall provide a new list and Material Safety Data Sheets to the Principal and all Cleaners Room(s) immediately the variation occurs

All work carried out shall comply with the Occupational Health Safety and Welfare Act 1984 and the Occupational Health Safety and Welfare Regulations 1984 as amended.

## **2.11 Personnel**

2.10.1 The Contractor shall to the satisfaction of the Principal, provide adequate supervision and employ and maintain during the whole term of the Contract, a sufficient number of trained and efficient staff necessary for the due carrying out of the provisions of the Specification and Scope of Works.

2.10.2 The Contractor's representative shall have sufficient command of the English language and of relevant technical terminology to be able to read, converse and receive instructions in English.

2.10.3 The Contractor shall make a duly authorised senior representative available to the Principal to receive instructions.

2.10.5 The Contractor shall make the contract Personnel familiar with all contents and conditions of this Contract, which are relevant to them.

2.10.6 The Principal shall be provided with the names and contact phone numbers of the Contract Personnel involved in performing the contracted services upon request.

2.10.7 All staff employed on site shall have a current State Police Clearance. Clearances and/or proof of application must be provided to the Principal if requested.

2.10.8 Neither the Contractor nor the Contract Personnel shall consume or store alcoholic beverage in or around the premises.

2.10.9 All buildings are non-smoking areas and as such all cleaning staff shall abide by this requirement while on those premises.

## **2.12 Security**

The Principal shall, if necessary, supply to the Contractor keys for the purpose of entering and securely locking the premises as required. The Contractor shall safeguard such keys in a manner satisfactory to the Principal. The Contractor shall report immediately the loss of any such keys to the Principal. At the termination of the Contract all keys are to be returned to the Principal

## **2.13 Storage**

The Principal has limited space available to the Contractor for the storage of materials and equipment to be used in the performance of this Contract. All storage of cleaning materials shall be in accordance with the relevant acts and regulations for the storage of inflammable liquids and poisons.

## **2.14 Communication Book**



The Contractor will be required to provide and maintain a communications book at the Shire Office to be used as agreed by the Principal and the Contractor.

### **2.15 Performance Inspection**

The Contractor and preferably with the Principal's Representative will complete an inspection report on a monthly basis and submit copies to the Principal for comment.

### **2.16 Cleaning Requirements**

#### **2.16.1 Toiletries, Bin Liners and Other Consumables**

All cleaning materials, liquid soap, bin liners etc. are to be supplied by the Contractor and the cost of such provisions are to be included in the Contractor's fee structure.

In the event that new cleaning materials are introduced the Contractor must provide the applicable MSDS sheet. No new materials shall be introduced by the Contractor without the written authorisation from the Principal

All toilet paper, hand towel, sanitary bin inserts, waterless urinal cubes and the cleaner used with the waterless urinal system will be supplied by the Principal

#### **2.16.2 Cleaning Equipment**

The Contractor shall supply all cleaning equipment and cleaning detergents.

#### **2.16.3 Safety Signage**

The Contractor shall display all safety signage – i.e. "Caution Wet Floors".

### **2.17 Nature and Quantity of Work**

The Principal does not give any assurance as to the nature or quantity of work that could be allocated.

### **2.18 Compliance with Awards, Regulations and Agreements**

The Contractor shall comply for the duration of the Contract with any Awards, Industrial Agreements or Productivity Allowances that may become payable or applicable to the site and or the Works and shall ensure that all his Subcontractors do likewise without limiting the foregoing the Contractor shall confirm to all relevant Federal and State Industrial Awards and Regulations such as insurance of workmen's tools, inclusions in rates of pay for Long Service Leave, sick pay, annual leave, leave loadings, lodging expenses, statutory holidays, frame allowance, redundancy payments, superannuation, dirty work, wet under foot, wind, dust, confined space, noise, fumes, reused timber, payroll tax, workers compensation, inclement weather pay, fares, travelling time, site allowances, penalties or requirements by authorities or Unions and all other appropriate and/or like matters together with supplying boots, jackets, settee shirts and any other sundry clothing equipment, safety equipment medical equipment and personnel, messing facilities.

### **2.19 Application of Laws**

The Contractor shall in the performance of its obligations under this Contract, at all times, duly perform and fulfil the requirements under any statutes of the Commonwealth of Australia, or of the State of Western Australia, or any local laws, ordinances or regulations of any authority constituted under such statutes.

## **2.20 Subcontractors and Volunteers**

The Contractor is responsible for the activities of its Subcontractor(s) and volunteer(s) with respect to the Works, including, but not limited to administering, coordinating, supervising and generally attending upon the execution of work under the Contract. The Contractor shall provide for each Subcontractor all normal facilities for the proper performance of the work under the contract including but not limited to: (a) access to site; (b) storage areas; (c) water, light and power supplies; (d) sanitary conveniences; (e) statutory amenities for drinking water, messing and changing; (f) storage of tools; (g) first aid and safety measures; and any additional facilities required.

Any Subcontractor(s) and/or volunteer(s) are bound by the terms and conditions of the Contract as for the Contractor, including the Safety and Health Act 1984 and the Occupational Safety and Health Regulations of 1996.

## **2.21 Marketing**

The Contractor must not reproduce, in whole or part any materials or logos, without the express written permission of the Principal.

## **2.22 Duration of Contract**

This Contract will be for a period of (3) three years. A further (2) two year Principal option is available at the sole discretion of the Principal. The Principal options may be for a fixed term, or a succession of multiple terms, subject to performance and retention of minimum volumes of business up to a maximum term of (1) one year in total.

In the event of the Contractor failing in any manner to carry out the Contract to the Principal's satisfaction, the Principal may forthwith determine the Contract by written notice to the Contractor.

3 Cleaning Performance Rating Inspection Report

**CLEANING PERFORMANCE RATING INSPECTION REPORT – PART 1**

**BUILDING:**

**AREA SCORE AGREED REMEDIAL ACTION**

**A. TOILETS CIRCLE ONE**

Floors, Walls, Partitions 1 2 3 4 5

Basins, Counters, Fittings, Mirrors 1 2 3 4 5

Toilet Bowls, Seats, Lids, Urinals 1 2 3 4 5

Showers 1 2 3 4 5

Waste Removal, Refill Dispensers 1 2 3 4 5

Doors And Ceiling Grilles 1 2 3 4 5

**B. OFFICES/ROOMS CIRCLE ONE**

Empty Bins, Replace Liners 1 2 3 4 5

Carpets 1 2 3 4 5

Walls, Doors, Glass Windows 1 2 3 4 5

Sills, Ledges Etc. 1 2 3 4 5

Air Conditioning Diffusers, Vents 1 2 3 4 5

Furniture, Desks, Cabinets 1 2 3 4 5

**C. STAFF ROOM/KITCHEN/PANTRY CIRCLE ONE**

Empty Bins, Replace Liners 1 2 3 4 5

Carpets 1 2 3 4 5

Walls, Doors, Glass Windows 1 2 3 4 5

Appliances, Table Tops 1 2 3 4 5

Sinks, Bench Tops, Tiles 1 2 3 4 5

Hard Flooring 1 2 3 4 5

**D. LOBBIES, PUBLIC AREAS CIRCLE ONE**

Waste Removal, Debris, Litter 1 2 3 4 5

Carpets 1 2 3 4 5

Walls, Doors, Glass Windows 1 2 3 4 5

Sills, Ledges Etc. 1 2 3 4 5

Air Conditioning Diffusers, Vents 1 2 3 4 5

Hard Floors 1 2 3 4 5

Lifts 1 2 3 4 5

Internal Stairs 1 2 3 4 5

**ASSESSMENT RATING**

%

=

**Total Score Above**

**Possible Score**

\_\_\_\_\_ X

**100**

**1**

= %

**Note: Minimum Contract Standard is 80%**

A score of 80% plus is considered to be "Good" in rating overall Contractor performance.

**SUPERINTENDENT'S REPRESENTATIVE CONTRACTOR**

**Name: Name:**

**Signature Signature**

**Date: ..... / ..... /**

**..... Date: ..... / ..... / .....**

**CLEANING PERFORMANCE RATING INSPECTION REPORT – PART 2**

**BARBECUES:**

**AREA SCORE AGREED REMEDIAL ACTION**

**E. BARBECUES CIRCLE ONE**

Hotplates 1 2 3 4 5

Lids 1 2 3 4 5

Bench Tops 1 2 3 4 5

Side and Surrounds 1 2 3 4 5

Fat Buckets

Internal Void

Brick Work 1 2 3 4 5

Tiling/Slab/Concrete Area 1 2 3 4 5

**ASSESSMENT**

**RATING %**

=

**Total Score Above**

**Possible Score**

\_\_\_\_\_ X

**100**

**1**

= %

**Note: Minimum Contract Standard is 80%**

A score of 80% plus is considered to be "Good" in rating overall Contractor performance.

**SUPERINTENDENT'S REPRESENTATIVE CONTRACTOR**

**Name: Name:**

**Signature Signature**

**Date: ..... / ..... / ..... Date: ..... / ..... / .....**