



**TENDER FOR THE
PROVISION OF CLEANING SERVICES
FOR SCHOOL OF THE ARTS, SINGAPORE**

Name of Tenderer : _____

Closing Date/Time : **24 July 2026 at 1400 hours
(Singapore Time)**

Submit To : **Tender Submission Box 1
Level 2, Beside Security Counter**

Singapore Arts School Ltd
Co. Reg. No. 200500775C
1 Zubir Said Drive
Administration Office #05-01
Singapore 227968

Tel: 6338 9663
Fax: 6338 9763

Our Ref : **SAS/OP/2026/005/T**

03 July 2026

Dear Sir/Mdm,

INVITATION TO TENDER (ITT) - PROVISION OF CLEANING SERVICES FOR SCHOOL OF THE ARTS, SINGAPORE (ITT REFERENCE NO: SAS/OP/2026/005/T)

1. **Singapore Arts School Ltd. (SAS)**, the company that manages the **School of the Arts, Singapore (SOTA)**, governed by the Ministry of Culture, Community and Youth (MCCY), invites proposals for the **Tender for the Provision of Cleaning Services for a period of twenty-four (24) months with an option to extend up to twenty-four (24) months** for 1 Zubir Said Drive, Singapore 227968 as described in the attached documents.
2. You must submit your proposal and any accompanying information to our **Tender Submission Box 1** at Level 2, beside Security Counter at 1 Zubir Said Drive, Singapore 227968 by **24 July 2026, 1400 hours Singapore Time**. All late and/or incomplete submissions will be disqualified.
3. The documents enclosed in this ITT include:
 - (a) Schedule 1 : Instruction to Tenderers
 - (b) Schedule 2 : Form of Tender
 - (c) Schedule 3 : Schedule of Price
 - (d) Schedule 4 : Schedule of Rates
 - (e) Annex A : Conditions of Contract
 - (f) Annex B : Selection Criteria
 - (g) Annex C : List of Singapore Standards and Codes of Practice
 - (h) Annex D1 : Requirement Specifications
 - (i) Annex D2 : Areas Covered under Cleaning Services
 - (j) Annex D3 : Minimum Number of Manpower
 - (k) Annex D4 : Minimum Quality Standards
 - (l) Annex D5 : Quality Benchmark Performance Standards

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(m) Annex D6	: Monthly Key Performance Indicators (KPI)
(n) Annex D7	: Proposed Operation Frequency
(o) Annex D8	: Schedule of Response Time
(p) Annex D9	: Deliverables Against Payment
(q) Annex E	: Banker's Guarantee
(r) Annex F	: Liquidated Damages and Deductions or Non-Delivery and/or Non-Performance
(s) Annex G	: Declaration on Progressive Wage(PW) Mark Eligibility
(t) Annex H	: Statement of Compliance

4. The Invitation to Tender must be submitted by the Tenderer's authorised representatives.
5. A mandatory **Online Tender Briefing** for the Tender requirements and documents submission will be held on **09 July 2026, 1030 hours Singapore Time** via Microsoft Teams video conferencing.
6. A **Site-show session** is **mandatory** for Tenderers to understand the requirement specifications at our school compound on **10 July 2026, at 1000 hours** Singapore Time onwards at 1 Zubir Said Drive, Level 2 Security counter. Each Tenderer may only register up to two (2) staff for the Site-show session and comply to SAS's safe entry measures at all times. SAS reserves the rights to reject entry for participant who does not meet our requirements.
7. **Attendances are mandatory for both the Tender Briefing and Site-show participation in Tender.**
8. Tenderers must fill in the registration form <https://forms.gle/7FEoBLzMnJ4v5Sqz6> to confirm their attendances for the **Online Tender Briefing** and **Site-show Session** no later than **08 July 2026, 1400 hours Singapore Time.**

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1 Zubir Said Drive
Administration Office #05-01
Singapore 227968

Tel: 6338 9663
Fax: 6338 9763

9. All enquiries regarding this Invitation to Tender should be made in writing and directed to:
- (a) Tender Matters : Ms Jacqueline Tan, Direct line: 6342 5821
and
Email : procurement@sota.edu.sg
- (b) Requirement Specifications : Ms Rachel Lee, Direct line: 6342 5758
and
Email : rachel.lee@sota.edu.sg
10. No oral representation must be binding on SAS or construed as varying or adding to any part of this Invitation to Tender.
11. SAS accepts original Tender Documents Submission and strictly without any alteration to the content and format.
12. Only shortlisted Tenderers will be invited for a presentation.

Yours sincerely
(No Signature Required)
Jacqueline Tan,
SENIOR EXECUTIVE, OFFICE OF PROCUREMENT for CHIEF EXECUTIVE OFFICER
SINGAPORE ARTS SCHOOL LTD

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Schedule 1 :
INSTRUCTION TO TENDERERS

**TENDER FOR THE PROVISION OF CLEANING SERVICES
FOR SCHOOL OF THE ARTS, SINGAPORE**

INSTRUCTION TO TENDERERS

1. The Tender Submission **MUST** comprise the following Tender documents:
 - a) Schedules 1, 2, 3 and 4
 - b) Annexes A, B, C, D1, D2, D3, D4, D5, D6, D7, D8, D9, E, F, G and H
 - c) Tender Proposal -Tenderers **MUST** submit comprehensive supporting documents demonstrating their operational capability, technical competency, manpower resources, and proposed service delivery approach for the Contract:
 - i. Proposed Cleaning Schedules
 - ii. Smart Technologies, Equipment and Operational Processes
 - iii. Manpower Deployment Plan and Organisation Chart
 - d) Relevant certification(s)
 - e) Company Profile
 - f) Client Track Records for past three (3) years
 - g) Two (2) most recent Audited Financial Statements or Latest Statement of Accounts
2. Tenderers must submit **two (2) full sets** of Tender documents in hardcopy. One (1) set is to be marked "Original" and the other marked "Duplicate" and endorsed with **company stamp and authorised signatory on every page.**
3. Tender documents must be submitted to the "**TENDER SUBMISSION BOX 1**" located **at Level 2, beside security counter by 24 July 2026 (1400 hours)** in sealed envelope(s) with the following marked :

" TO: OFFICE OF PROCUREMENT

**TENDER FOR THE PROVISION OF CLEANING SERVICES
FOR SCHOOL OF THE ARTS, SINGAPORE**

TENDER REFERENCE: SAS/OP/2026/005/T "

School of the Arts, Singapore
1 Zubir Said Drive Administration Office #05-01
Singapore 227968"

4. All Tender documents appended with conditions other than those set out herein and/or at variance thereto shall be invalidated.
5. Any items which the Tenderer considers to have no value must be marked with dashes or other suitable marks placed against them in the cash columns. **Any items not priced and without dashes or other suitable marks must be deemed to be no value.**
6. Incomplete Tender submission or submission of which are found not meeting the full requirements will not be considered.

7. Any doubt as to the meaning of any part of these Tender documents may be clarified with SAS's representative. SAS is hereinafter known as the "Company".
8. Tenderers shall note that the award of the Contract may not necessarily be the lowest quotes of any proposal and any claims for expenses incurred in the preparation of this Tender will not be entertained. The Company may choose to award the Tender in whole or in parts.
9. All Tenders submitted must be deemed to be valid for a period of 90 days from the date of submission thereof.
10. Before the submission of their Tenders, Tenderers must attend the Online Tender Briefing and Site-show to acquaint themselves thoroughly with the requirements, conditions and all aspects of the Tender which may affect the works under this contract. Any unforeseen difficulties and works for which provision has not been made in the Tender price quoted will under no circumstance relieve the Tenderers from the full performance of this Contract.
11. A "NIL" return of the Tender submission is not acceptable.
12. The Tenderers are also reminded that the Requirement Specifications (Annex D1) and all other requirements listed from Annex D2 to Annex D9 attached herein must be strictly adhered to unless specified that SAS accepts alternative proposed .
13. The Contract Sum submitted excludes any Goods and Services Tax (hereinafter referred to as GST) under the Goods and Services Tax Act Singapore.

CONFIDENTIAL

PARTICULARS OF TENDERER

All sections are mandatory to fill up

Note : From IT/3 onwards, if the space provided is insufficient, please continue on an extension page setting out the required data in a similar manner.

1 **REGISTERED BUSINESS NAME AND ADDRESS OF FIRM/COMPANY**

Full Business Name :
Registered Address :
Correspondence Address :
Telephone Number :
Fax Number :
GST Registration : Yes / No (please circle one)
GST Registration No. :
Date and Number of Business Registration :
Date of Incorporation :
Form of Business :
Name (as in NRIC/FIN) and Designation of Authorised Representative :

2 **CAPITAL**

a) If Partnership to state the capital set aside for business

Capital Set Aside :

b) If Limited Company, to state the authorised and paid-up capital

Paid-up Capital :

c) Extracted from two (2) most recent Audited Financial Statements or Latest Statement of Accounts

- i. Company with an annual revenue less than S\$5 million, to submit company endorsed Statement of Account.
- ii. Company with an annual revenue S\$5 million or more, to submit Audited Financial Statement

Latest Audited Financial Statements/ Statements of Account

Please submit Audited Financial Statements or Statements of Account

Annual Report Year and Descriptions	Financial Year 20__	Financial Year 20__
Paid-Up Capital (S\$)		
Current Assets (S\$)		
Current Liabilities (S\$)		
Non-Current Assets (S\$)		
Non-Current Liabilities (S\$)		
Total Revenue (S\$)		
Net Profit / Loss (S\$)		

3 REGISTRATION WITH GOVERNMENT SUPPLIER REGISTRATION (GSR) / BUILDING & CONSTRUCTION AUTHORITY (BCA) / ENVIRONMENTAL PUBLIC HEALTH (EPH)- CONTRACTOR REGISTRATION SYSTEM INFORMATION /

GSR Head / BCA / EPH (with date of expiry if applicable)	Head Title / BCA Workhead(s) / EPH Licence Number	Financial Category / BCA Grade

4 DEBARMENT/SUSPENSION/PROHIBITION (OR ANY FORM OF EXCLUSION OR EQUIVALENT, IF ANY)

Name of Authority/ Regulatory Body or Equivalent	Reasons for Debarment /Suspension/Prohibition or any form of exclusion or equivalent, if any	Effective Date of Debarment/ Suspension/Prohibition or any form of exclusion or equivalent, if any	
		From DD/MM/YYYY	To DD/MM/YYYY

5 **DETAILED PARTICULARS OF PARTNERS/COMPANY DIRECTORS**

FULL NAME/ DESIGNATION	WORKING EXPERIENCE

7

CONTRACTS SECURED IN THE LAST 3 YEARS(EXCLUDE PROJECTS MENTIONED IN SECTION 8, IT/9)

S/N	PROJECT TITLE AND DESCRIPTION OF PROJECT#	CLIENT (ORGANISATION, DEPARTMENT AND ADDRESS)	DURATION & VALUE OF CONTRACT (\$)	DATE OF COMMENCEMENT & COMPLETION (DD/MM/YY TO DD/MM/YY)	OFFICER-IN-CHARGE (JOB TITLE, DESIGNATION, EMAIL, TEL & FAX NO.)
Project/s of similar service and scale					
Other Project/s					

If space provided above is insufficient, please continue on an extension page setting out the required data in a similar manner.

With reference to Firm/Company stated in Page IT/3, Section 1.

8

DETAILS OF CURRENT PROJECTS IN PROGRESS OR DUE TO BE EXECUTED (EXCLUDE PROJECTS MENTIONED IN SECTION 7)

S/N	PROJECT TITLE AND DESCRIPTION OF PROJECT#	CLIENT (ORGANISATION, DEPARTMENT AND ADDRESS)	DURATION & VALUE OF CONTRACT (\$)	DATE OF COMMENCEMENT & COMPLETION (DD/MM/YY TO DD/MM/YY)	OFFICER-IN-CHARGE (JOB TITLE, DESIGNATION, EMAIL, TEL & FAX NO.)
Project/s of similar service and scale					
Other Project/s					

If space provided above is insufficient, please continue on an extension page setting out the required data in a similar manner.

With reference to Firm/Company stated in Page IT/3, Section 1.

CONTACT DETAILS FOR REFERENCE CHECK

S/N	PROJECT TITLE AND DESCRIPTION OF PROJECT#	CLIENT (ORGANISATION, DEPARTMENT AND ADDRESS)	OFFICER-IN-CHARGE (NAME & DESIGNATION)	OFFICER-IN-CHARGE (EMAIL)	OFFICER-IN-CHARGE (TEL NO.)

If space provided above is insufficient, please continue on an extension page setting out the required data in a similar manner.

With reference to Firm/Company stated in Page IT/3, Section 1.

10 **DECLARATION**

I/We declare that the information provided in this offer (including the prescribed forms) are correct and true. Should there be any false statement, I/We understand that our Tender will be invalidated or if already awarded will be immediately terminated without prejudice to the Company's right to claim damages.

I/We hereby undertake to inform the Company of any changes of partnership/director or firm/company taking place during the term of the Contract.

I/We agree that SAS may conduct reference checks with any of our past and existing clients that I/we have provided in Section 7, 8 and 9.

NAME AS IN NRIC/FIN AND SIGNATURE

DATE

(AUTHORISED REPRESENTATIVE)

COMPANY STAMP

IMPORTANT NOTES :

- (a) All items in Schedules 1, 2, 3, 4, Annex D3, Annex D7, Annex E, Annex G and Annex H must be filled. Any items which are not applicable should be clearly stated. Incomplete forms shall render the Tender to be rejected.
- (b) All forms submitted must be signed by an Authorised Representative with company stamp and signatory on every page. The Authorised Representative should be the partner or director of the firm/company and legally empowered to act and endorse on behalf of the firm/company.
- (c) For a Partnership Firm, the forms must be accompanied by the latest copy of computer information (Business Profile) from the Accounting and Corporate Regulatory Authority (ACRA).
- (d) For a Limited Company, the forms must be accompanied by a Memorandum and Articles of Association and the latest copy of computer information (Business Profile) from ACRA.
- (e) Tenderer who fails to attach items as specified in (c) and (d) as indicated above and any other required supporting documents may render the Tender to be rejected.

Schedule 2 :
FORM OF TENDER

FORM OF TENDER

TO: SINGAPORE ARTS SCHOOL LTD.

**TENDER FOR THE PROVISION OF CLEANING SERVICES AT SCHOOL OF THE ARTS,
SINGAPORE**

1 I/We, the undersigned having visited the site, hereby submit this **Tender for the Provision of Cleaning Services at School of the Arts, Singapore** as specified in this Tender document in accordance with the Conditions of Contract (Annex A), Requirement Specifications (Annex D1) and all other requirements listed from Annex D2 to D9 as attached hereto, to the entire satisfaction of the Company **for a period of twenty-four (24) months from 1 November 2026 to 31 October 2028 with an option to extend up to twenty-four (24) months** at the discretion of the Company.

2 My/Our Total Tender for the Contract is for Total Amount ("the Contract Sum") of Singapore Dollars:

_____ (S\$ _____)

*(*Amount brought forward from Schedule 3. Schedule of Price, SOP/2, Total Contract Sum for Base period and option to extend. The Contract Sum is deemed to exclude the Goods and Services Tax "GST".)*

3 Until a formal Contract is executed, this Tender together with your written acceptance thereof, shall constitute a binding contract between us.

4 I/We understand that you are not bound to accept the lowest of any submitted Tender you may receive.

5 I/We further undertake that this offer will not be retracted or withdrawn for a period of ninety (90) days from the date fixed for receiving the same and it will remain binding upon me/us, and may be accepted or rejected at any time before the expiration of that period.

6 I/We understand that the Contract Period shall commence within ninety (90) days of the Tender validity.

7 I/We understand that if my/our Tender is accepted, I/We shall provide insurance coverage to indemnify the Company against all liabilities or claims for damages and/or injuries to my/our workmen and public as follows:

Insurance Coverage

a) Public Liability Policy :

- i) In respect of any one accident the sum, of at least Singapore Dollars One Million Only (S\$1,000,000.00);
- ii) For any one accident and for an unlimited number of accidents for any one period;
- iii) Must be taken out and maintained at my/our cost and expense in the joint names of the Company and myself/ourselves with a reputable insurance company in Singapore;
- iv) Singapore Arts School Ltd. should be clearly specified as part of the covered party whilst the contract is still valid; and
- v) Coverage for damage to Persons and Property.

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FOT/2

- b) Workmen's Compensation Policy in accordance with Work Injury Compensation Act.
 - i) I/We shall at all times observe and ensure compliance with Workplace Safety and Health Act, Work Injury Compensation Act, including all other applicable laws, regulations and requirements of any government or regulatory authority relating to safety, and bear all costs and expenses connected with the observance and compliance of the same.
 - c) The insurance coverage is to be purchased from an insurance company approved by the Company within fourteen (14) days from the date of the letter of acceptance.
8. I/We warrant that I/We have obtained and shall at all times during the subsistence of the Contract (including any renewal thereof) maintain all necessary licenses, approvals, permits, consents and/or other authorisation required by the Tenderer in order to fully perform and complete the works.
 9. I/We understand that the Contract Period for the Base Period is twenty-four (24) months commencing from 1 November 2026 to 31 October 2028 with an option to extend up to twenty-four (24) months.
 10. I/ We agree that the Company may at its discretion extend the Cleaning Services contract for a period of up to twenty-four (24) months at the same contract rate and on the same terms and conditions as indicated in the Tender.
 11. I/We agree that the Company may at its discretion utilise the Schedule of Rates for the provision for labour on the same terms and conditions as indicated in the Tender (Schedule 3. Schedule of Price and Schedule 4. Schedule of Rates).
 12. I/We agree to provide an irrevocable Banker's Guarantee (Annex E) to the Company within fourteen (14) days from the date of the Letter of Acceptance at a sum equal to five percent (5%) of the Contract Sum as stipulated in the Letter of Acceptance within the time stipulated in the Company's Letter of Acceptance of our offer.
 13. I/We agreed that if my/our Tender offer is accepted, I/we undertake to commence the Services on the dated specified in the Company's Letter of Acceptance.
 14. I/We understand that the Contract Sum shall be paid to the Contractor on a monthly basis (Annex A. Conditions of Contract, COC/5, Clause 4).
 15. I/We have not included any allowance in this Tender for payment to other Tenderers or to any Trade, Industry or Professional organisation acting independently or for or on behalf of any or all Tenderers.
 16. I/We have read and understood all Requirement Specifications (Annex D1) and all other requirements listed from Annex D2 to D9 and Statement of Compliance (Annex H) and their relation to the Schedule of Price (Schedule 3) and Schedule of Rates (Schedule 4) and confirm that this Total Amount as quoted in the Form of Tender (FOT/1 Point 2.) shall include all items related to all documents as stated above.
 17. I/We offer to provide the Works, Equipment, Goods and Services at the prices submitted in the Tender based on the terms and conditions as stated in the Tender Documents.
 18. I/We agree, in the event of this Tender being accepted by the Company, until a formal contract is prepared and executed between us, to be bound by and to observe and perform all the covenants and obligations on my/our part respectively contained in this Tender submission, together with the Company's written acceptance thereof and notification of award.
 19. The Company reserves the absolute right to amend the required item(s) before or during the Contract Period or to terminate this Contract by serving to the Tenderer, ninety (90) day's prior notice in writing.

SAS/OP/2026/005/T

FOT/3

NAME AS in
NRIC/FIN AND
SIGNATURE

:

(AUTHORISED
REPRESENTATIVE)

NAME AND
SIGNATURE
(WITNESS)

:

DESIGNATION
(AUTHORISED
REPRESENTATIVE)

:

DESIGNATION
(WITNESS)

:

DATE

:

DATE

:

COMPANY NAME
AND COMPANY
STAMP

:

Schedule 3 :
SCHEDULE OF PRICE

SCHEDULE OF PRICE

General Requirements

1. The successful Contractor is contracted by the Singapore Arts School Ltd to undertake the provision of Cleaning Services for School of the Arts, Singapore. The contract shall be valid for twenty-four (24) months upon award of contract with an option to continue for up to twenty-four (24) months.
2. The Contract Schedule of Price for Cleaning Services shall be valid with a base period of twenty-four (24) months to commence from 1 November 2026 to 31 October 2028 with an option to extend another twenty-four (24) months from 1 November 2028 to 31 October 2030.

Price Schedule

3. The Contractor shall price for each and every item in this document for their Cleaning Services as the price shall form a basis for valuation of any variations which may from time to time be ordered by the Company.
4. The Contractor shall include in his pricing all direct and indirect costs and expenses as set out in the Contract. These shall be held to include but not limited to the use of materials, labour, equipment, storage, tools and plant (i.e. Contractor's Equipment), profits, risks, security deposits, printing, postage, clerical support, use of computers, computer time, travelling, manual hoisting, loading and unloading, supervision, insurances, compliance with laws, regulations and government department's requirements, access such as staging, professional engineer's certification for safe access, advertisement, holidays, bonus, sick leave, meal hours, travelling time, etc. including all overheads, profits, risks and all forms of claim for loss and expense. No additional costs shall be claimable unless pre-approved in writing.
5. Rates include cost of temporary supports, gondolas, rope access and/or metal scaffolding. (timber scaffolding is strictly prohibited). All temporary supports must be installed by a BCA-approved scaffold contractor and must be endorsed by the Contractor's Professional Engineer (PE) prior commencement of Works.

TENDER PRICE SCHEDULE

The details of our Contract Sum for the Tender are as follows:

S/N	Description	Monthly Rate (S\$)	Duration	Total Price (S\$)
Base Contract from 1 November 2026 to 31 October 2028				
1	Provision of Cleaning Services for School Level 4 to Level 11 include Manpower, Chemical, Material, Machinery, Tool and Equipment, and Toilet Sundries	S\$	24 months	S\$
2	Provision of Cleaning Services for External Areas/ Performance Venues/ Car Park on Level 1 to Level 3 include Manpower, Chemical, Material, Machinery, Tool and Equipment, and Toilet Sundries	S\$	24 months	S\$
3	Provision of Cleaning Services on External Glass/Window Façade Cleaning, Internal High-Level Areas from Level 5 to Level 10, and Cleaning and Polishing of Escalators and Gantry Shelters.	S\$ NA	1 time	S\$
SUBTOTAL AMOUNT FOR BASE PERIOD(S\$) (Subject to 9%GST and prevailing rate)				S\$ (a)
Option to Extend from 1 November 2028 to 31 October 2030				
4	Provision of Cleaning Services for School Level 4 to Level 11 include Manpower, Chemical, Material, Machinery, Tool and Equipment, and Toilet Sundries	S\$	24 months	S\$
5	Provision of Cleaning Services for External Areas/ Performance Venues/ Car Park on Level 1 to Level 3 include Manpower, Chemical, Material, Machinery, Tool and Equipment, and Toilet Sundries	S\$	24 months	S\$
6	Provision of Cleaning Services on External Glass/Window Façade Cleaning, Internal High-Level Areas from Level 5 to Level 10, and Cleaning and Polishing of Escalators and Gantry Shelters.	S\$ NA	1 time	S\$
SUBTOTAL AMOUNT FOR OPTION TO EXTEND(S\$) (Subject to 9%GST and prevailing rate)				S\$ (b)
TOTAL CONTRACT SUM (S\$) FOR BASE PERIOD AND OPTION TO EXTEND (Subject to 9%GST and prevailing rate)				S\$ (a) + (b)

IMPORTANT NOTES :

All Prices submitted are in accordance with the corresponding Annexes, Requirement Specifications and Statement of Compliance. All details must be verified by the Tenderer on-site during Tender Briefing.

I/We fully understand and agree that notwithstanding the fact that the Contract Sum as herein quoted by us is applicable to the Requirements Specifications and Annexes specified.

Dated this _____ day of _____ 2026

NAME AND SIGNATURE (AUTHORISED REPRESENTATIVE) : _____

NAME AND SIGNATURE (WITNESS) : _____

DESIGNATION OF (AUTHORISED REPRESENTATIVE) : _____

DESIGNATION (WITNESS) : _____

DATE : _____

: _____

COMPANY NAME AND COMPANY STAMP : _____

Schedule 4 :
SCHEDULE OF RATES

SCHEDULE OF RATES

GENERAL PREAMBLES

1. The Contractor shall be paid for the over and above Works from rates reflected herein in this contract for the purpose of ascertaining the cost of any variation ordered by the Superintending Officer (S.O.), unless otherwise agreed by the S.O. The Fixed Schedule of Rates is incorporated by reference.
2. The description given in each item, unless otherwise stated, shall be held to include but not limited to the use of materials, parts, equipment, labour, transport, storage, manual hoisting, loading and unloading, insurances, compliance with laws, regulations and Competent Authority's requirements, access such as staging, Professional Engineer's certification for safe access, etc. including overheads, profits, risks and all forms of claim for loss and expense necessary to carry out the works. All works are to be completed to the satisfaction of the S.O.
3. All Works shall be measured nett as fixed in its place.
4. The rates as reflected herein shall be used for the purpose of ascertaining the cost of variation, over and above Works carried out as ordered by the S.O.
5. The Schedule of Rates shall be deemed to have included the deduction of proceeds from the Contractor's sale of items or materials collected as specified in the Specifications.
6. The under-mentioned rates also consider Works that may have to be carried out after Working Hours and/or during Sundays and Public Holidays (PH) – refer to COC/12, Clause 26.
7. The rates shall be held firm and valid for the duration of the Contract.

SCHEDULE OF RATES

S/N	Description			
A. Labour Rate (Monday to Saturday)		Amount Per hour (S\$)	Amount Per Day (S\$)	Amount Per Month (S\$)
i	Supervisor			
ii	Cleaner			
B. Labour Rate (Sunday and PH)		Amount Per hour (S\$)	Amount Per Day (S\$)	Amount Per Month (S\$)
i	Supervisor			
ii	Cleaner			
C. <u>Carpet</u>				
i	Additional carpet shampoo cleaning		Per m ²	
D. <u>Equipment Supplies</u>				
i	Hand Sanitiser (Alcohol based) (500ml)		Per bottle	
ii	Hand Sanitiser (Alcohol based) (5L)		Per bottle	
iii	Supply of anti-microbial coating		Per bottle (5-litres)	
E. <u>Disinfection Services</u>				
Environmental Cleaning and Disinfection of Areas, inclusive of all chemicals and Personnel Protection Equipment (PPE) to be used by worker and proper disposal of bio-waste to an accredited bio-waste collector with certificate issued				
i	Floor area 100m ² and below (typical classroom size)		lumpsum	
ii	Floor area between 101m ² to 200m ² (typical studio size)		lumpsum	
iii	Floor area 201m ² and above		Per m ²	

Dated this _____ day of _____ 2026

NAME AND SIGNATURE

NAME AND SIGNATURE

(AUTHORISED REPRESENTATIVE)

:

(WITNESS)

:

DESIGNATION OF AUTHORIZED REPRESENTATIVE

:

DESIGNATION OF WITNESS

:

DATE

:

DATE

:

COMPANY NAME AND COMPANY STAMP :

Annex A :
CONDITIONS OF CONTRACT

CONDITIONS OF CONTRACT

Tender Ref: SAS/OP/2026/005/T

DATED THIS ____ DAY OF _____

BETWEEN

SINGAPORE ARTS SCHOOL LTD.
(the "Company")

AND

(the "Contractor")

CONTRACT

CONTENTS

1.	DEFINITIONS AND INTERPRETATION
2.	APPOINTMENT
3.	DUTIES AND OBLIGATIONS OF CONTRACTOR
4.	CONTRACT SUM
5.	CONTRACT PERIOD
6.	OTHER TAXES AND DUTIES
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THE CONTRACTOR'S TENDER DOCUMENT DATED
THE COMPANY'S ITT DOCUMENT REF SAS/OP/2026/005/T

CONDITIONS OF CONTRACT

Tender Ref: SAS/OP/2026/005/T

THIS CONTRACT is made on the _____ day of _____ 20__ (**"Contract"**)

BETWEEN:

- (1) **SINGAPORE ARTS SCHOOL LTD.** (Company Registration No. 200500775C), a company incorporated in Singapore and having its registered address at 1 Zubir Said Drive, #05-01, Singapore 227968 (the **"Company"**);

AND

- (2) _____ (Company Registration No. _____), a company incorporated in Singapore and having its registered address at _____ (the **"Contractor"**).

WHEREAS:

- (A) The Company operates and manages the School of the Arts, Singapore (the **"Arts School"**), a specialised pre-tertiary arts school governed by the Ministry of Culture, Community and Youth (MCCY).
- (B) On _____, the Company invited proposals for the Provision of Cleaning Services at School of The Arts, Singapore (ref: SAS/OP/2026/005/T) (**"Company's Invitation to Tender"**).
- (C) In response to the Company's Invitation to Tender, the Contractor submitted its Proposal dated: _____; Proposal ref: _____ (**"Contractor's Proposal"**).
- (D) The Company has agreed to engage the Contractor to provide the Goods and Services to the Company based on the terms and conditions contained herein.

THE PARTIES HEREBY agree as follows:

1. DEFINITIONS AND INTERPRETATION

1.1 In this Contract, the following words have the following meanings unless inconsistent with the context:

"Company's Authorised Representatives"	Authorised personnel of the Company or the Arts School, and its representative(s) authorised in writing from time to time.
"Confidential Information"	all information of a confidential nature relating to the Company or the Arts School, including without limitation, marketing plans, business strategies, financial information and forecasts, personnel information and other information concerning the Company's or the Arts School's operations and plans. For the purpose of this definition, information which is regarded as confidential includes any document marked "confidential" or any information which the Contractor is told or is aware is confidential, or which the Company might reasonably regard as confidential.
"Contractor"	any person or entity that enters into this Contract to supply the Goods and/or Services.
"Goods"	such software programmes, equipment, hardware, apparatus, manuals and/or other goods to be delivered to the Company by the Contractor in connection with the Services carried out by the Contractor under this Contract.
"Parties"	the Company and the Contractor and "Party" means any one of them, as the case may be.
"Services"	the Services to be provided by the Contractor under this Contract as more particularly described in Annex D1, Annex D2, Annex D3, Annex D4, Annex D5, Annex D6, Annex D7, Annex D8 and Annex D9.
"Site"	the Company's premises.

1.2 The agreement between the Parties relating to the subject matter hereof is set out in the documents listed below, and in the event of any conflict, inconsistency, discrepancy or ambiguity between the terms of the documents listed below, a term contained in a document higher in the list shall have priority over one contained in a document lower in the list:

- 1.2.1 this Contract;
- 1.2.2 the Contractor's Proposal; and
- 1.2.3 the Company's Invitation to Tender.

- 1.3 Without prejudice to Clause 1.2 above, a reference in this document to "Contract" shall be interpreted to include a reference to the Contractor's Proposal and the Company's Invitation to Tender.
- 1.4 The headings to the clauses of and schedules to this Contract are for convenience only and shall not affect the construction or interpretation thereof.
- 1.5 References to a statute or statutory provision shall, unless the context otherwise requires, include a reference to that statute or statutory provision as from time to time amended, modified, extended, re-enacted, consolidated and all statutory instruments or orders made pursuant to it whether replaced before or after the date of this Contract.
- 1.6 Any reference in this Contract to a "Clause" or "Schedule" is a reference to a clause of or schedule to this Contract.

Unless the context otherwise requires, references to the singular number shall include references to the plural number and vice versa, references to natural persons shall include bodies corporate, and the use of any gender shall include all genders.

2. APPOINTMENT

- 2.1 The Company hereby appoints the Contractor to provide the Services and supply the Goods, and the Contractor hereby accepts such appointment, upon the terms and conditions set out herein.

3. DUTIES AND OBLIGATIONS OF CONTRACTOR

- 3.1 The Contractor shall provide the Goods and/or Services set out in Annex D1, Annex D2, Annex D3, Annex D4, Annex D5, Annex D6, Annex D7, Annex D8 and Annex D9, and undertakes that it shall in the provision of such Goods and/or Services, at all times act with the utmost good faith towards the Company and display a consistently high quality, and the ability to anticipate and be creative, responsive and proactive to the needs of the Company and the Arts School.
- 3.2 During the continuance of this Contract, the Contractor undertakes to:
 - 3.2.1 carry out the Services in compliance with the Schedules and Annexes attached to this Contract. No alterations to such requirements and specifications may be made without the prior written consent of the Company (acting by the Company's Authorised Representatives); and
 - 3.2.2 ensure that any materials, documents, designs, works and any other things supplied by it for the purposes of this Contract do not violate or infringe any intellectual property or other rights of third parties or any laws.
- 3.3 The Contractor acknowledges that it is and shall remain personally liable for the consequences of any failure on its part, or the part of any third party appointed, to provide the Services in accordance with the terms of this Contract.

4. CONTRACT SUM

4.1 Services

The Company shall pay the Contractor the Contract Sum as set out in Schedule 3 for the provision of the Services ordered under the Contract. The Contract Sum shall remain fixed throughout the Contract Period and shall not be subject to any changes. Payment will be made within thirty (30) days on a monthly basis for the Services rendered to the Company's satisfaction and upon receipt by the Company's finance department of such documents required by the Company pursuant to Clause 4.4.

4.2 AdHoc Services

The Company shall within thirty (30) days of the completion and acceptance of the Services, and/or Goods pay for the said Services and/or Goods as set out in Schedule 3 and Schedule 4 upon the presentation by the Contractor of the commercial invoice(s) and Certificate of Completion certifying that the Services and/or Goods required by the Company are accepted, to be duly signed by both Parties.

4.3 Unless expressly stated to the contrary, the Contract Sum and Schedule of Rates are exclusive of any Goods and Services Tax ("**GST**") chargeable on the supply of Goods and/or Services to the Company by the Contractor under this Contract. The Company shall pay the Contractor for any GST chargeable under this Contract. The Contract Sum shall however be inclusive of all costs and expenses for the Goods as well as the materials, equipment, labour and machinery required by the Contractor for carrying out the Services, costs for all ancillary and other works and other fees and expenses incurred by the Contractor or to be incurred by the Contractors and/or the subcontractors whether separately or specifically mentioned or described in the documents mentioned in Annex D1, Annex D2, Annex D3, Annex D4, Annex D5, Annex D6, Annex D7, Annex D8 and Annex D9, or not, which are either necessary to carry out the Services or which may contingently become necessary to overcome difficulties or problems encountered by the Contractor and/or the subcontractors.

4.4 All invoices shall be sent to the Company's address stated in Clause 17 together with all supporting documents as may be required under Clause 4.5. The Company shall pay the Contractor for the Services rendered to their satisfaction.

4.5 The Contractor shall submit such invoices, delivery notes or other documents as may be required by the Company from time to time for the purpose of confirming the full and satisfactory delivery of Goods and/or performance of the Services.

4.6 No amendment or variation to the terms and conditions of this Contract shall be effective unless the same is in writing and signed by the Contractor and the Company (acting by the Company's Authorised Representatives). Any additional or alternative terms and/or conditions contained in any bill, invoice, delivery note or other document submitted to the Company by the Contractor shall not be effective or add to or vary any of the terms and conditions of this Contract unless the same is agreed to in writing by the Company (acting by the Company's Authorised Representatives).

4.7 Any changes in the Contractor's payment instructions, including details of the Contractor's bank account, shall be promptly notified in writing to the Company, failing which the Company shall not be liable for any delay in payment.

4.8 The Contract Sum shall include all labour costs, all costs and expenses for insurance, transport, materials, tools, equipment, machinery and others as may be necessary for the efficient and successful provision of the Services as stipulated in Annex D1, Annex D2, Annex D3, Annex D4, Annex D5, Annex D6, Annex D7, Annex D8 and Annex D9. All works requiring parts replacement

or servicing shall be based on the Schedule of Rates in Schedule 4.

5. CONTRACT PERIOD

5.1 This Contract shall be valid for a period of twenty-four (24) months from 1 November 2026 to 31 October 2028 ("**Contract Period**") with an option to extend up to another twenty-four (24) months at the discretion of the Company (and any such extension shall also be deemed part of the "Contract Period"). The Contractor shall provide the Services as stipulated in the Annex D1, Annex D2, Annex D3, Annex D4, Annex D5, Annex D6, Annex D7, Annex D8 and Annex D9 at 1 Zubir Said Drive, #05-01, Singapore 227968 to the satisfaction of the Company.

6. OTHER TAXES AND DUTIES

6.1 Except as expressly provided otherwise in this Contract, all customs, duties and taxes, if any, imposed by the Government of the Republic of Singapore or by any other authority on any item of the Goods or Services, shall be wholly borne by the Contractor.

7. DEDUCTIONS

7.1 The Company shall be entitled to deduct and set-off from any payments due to the Contractor under this Contract any monies which may from time to time become due and owing to the Company by the Contractor.

8. TERMINATION FOR BREACH

8.1 Without affecting any other right or remedy available to it, the Company may terminate this Contract with immediate effect and without any liability by giving written notice to the Contractor if:-

8.1.1 the Contractor commits a breach of any term of this Contract and (if such breach is remediable) fails to remedy that breach within fourteen (14) days after being notified in writing to do so;

8.1.2 the Contractor suspends, or threatens to suspend, payment of its debts or is unable to pay its debts as they fall due or admits inability to pay its debts or is deemed unable to pay its debts;

8.1.3 the Contractor takes or has taken against it any step or action towards its entering bankruptcy, administration, judicial management, provisional liquidation or any composition or arrangement with its creditors, applying to court for or obtaining a moratorium, being wound up, liquidated or dissolved (whether voluntarily or by order of the court), being struck off the register of companies, or having a receiver or trustee appointed to any of its assets;

8.1.4 any creditor or encumbrancer of the Contractor attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Contractor's assets;

8.1.5 any event occurs, or proceeding is taken, with respect to the Contractor in any jurisdiction to which it is subject that has an effect equivalent or similar to any of the events mentioned in Clauses 8.1.2 to 8.1.4 above; or

8.1.6 the Contractor suspends or ceases, or threatens to suspend or cease, carrying on all or a substantial part of its business.

9. TERMINATION BY NOTICE

- 9.1 Without prejudice to Clause 8 above, the Company reserves the right to terminate this Contract at any time by giving ninety (90) days prior written notice to the Contractor, without any requirement to furnish reasons for the termination and without any liability.
- 9.2 Termination of this Contract (whether under Clause 8, 9, 10, 36 or otherwise) shall not affect any rights, remedies, obligations or liabilities of the Parties that have accrued up to the date of termination, including the right to claim damages in respect of any breach of the Contract which existed at or before the date of termination.

10. FORCE MAJEURE

- 10.1 Neither Party shall be in breach of this Contract or otherwise liable for any failure or delay in the performance of its obligations if such delay or failure results from events, circumstances or causes beyond its reasonable control (including but not limited to acts of God, acts of civil or military authority, wars, riots, civil commotions, strikes, lock-outs, fires and other catastrophes). The time for performance of such obligations shall be extended accordingly.
- 10.2 The Party seeking to rely on Clause 10.1 shall, as soon as reasonably practicable after the start of the relevant event, circumstance or cause, notify the other Party of the occurrence of such event, circumstance or cause, and shall use all reasonable endeavours to mitigate the effect of such event, circumstance or cause on the performance of its obligations.
- 10.3 If the period of delay or non-performance by the Party seeking to rely on Clause 10.1 continues for one (1) month or more, the other Party not affected may terminate this Contract by giving immediate written notice to the affected Party.

11. INTELLECTUAL PROPERTY

- 11.1 In the event that this Contract involves the creation of intellectual property rights which are to be transferred to the Company, the Contractor shall, if so required by the Company at any time, execute a separate agreement (in the format as may be stipulated by the Company) to ensure that such intellectual property rights are fully and adequately vested in the Company. Notwithstanding the foregoing, the Contractor warrants that the Company's use of the Goods and/or Services will not infringe the intellectual property rights of any third party and agrees to indemnify and keep the Company indemnified against all claims of infringement or alleged infringement, save and except where such infringement is due solely to the use of any specification or drawings provided by the Company for the purposes of this Contract.

12. CONFIDENTIALITY

- 12.1 The Contractor undertakes:
- 12.1.1 to keep confidential all Confidential Information (whether written or oral) which it has obtained or received as a result of the discussions leading up to or the entering into, or in performance of, this Contract;
- 12.1.2 not to disclose the Confidential Information in whole or in part to any Person without the Company's prior written consent;
- 12.1.3 to use the Confidential Information solely in connection with the performance of this Contract and not otherwise or for its own benefit; and

- 12.1.4 not to write, contribute or publish any article or news or make any presentation or public statement through whatever medium in respect of the Services or this Contract without the prior written approval of the Company.
- 12.2 The provisions of Clause 12.1 shall not apply to the whole or any part of the Confidential Information which is:
- 12.2.1 to be disclosed to the Contractor's employees, officers, representatives, contractors, subcontractors or advisers who need to know such information for the purposes of exercising the Contractor's rights or carrying out its obligations under or in connection with this Contract, and in which case the Contractor shall ensure that its employees, officers, representatives, contractors, subcontractors or advisers to whom it discloses the information comply with this Clause;
- 12.2.2 already in the Contractor's possession at the time of the Contract and which the Contractor can show from written records is other than as a result of a breach of Clause 12.1;
- 12.2.3 in the public domain (other than as a result of a breach of Clause 12.1);
- 12.2.4 required to be disclosed pursuant to a statutory obligation or by any court or tribunal; or
- 12.2.5 disclosed with prior written consent of the Company.
- 12.3 The restrictions contained in this Clause 12 shall continue to apply after the termination of this Contract in accordance with the Singapore Limitation Act.
- 12.4 Upon termination of this Contract for whatever reason and at other times when requested to do so by the Company, the Contractor will deliver up to the Company all working papers or other material (in whatever format it is stored) and all Confidential Information and copies provided to the Contractor pursuant to this Contract or prepared by the Contractor either in pursuance of this Contract or previously in connection with this Contract.

13. INDEMNITY

- 13.1 The Contractor undertakes to duly insure all workers engaged in the performance of the Services herein against any liability and further undertakes to indemnify and keep the Company and its personnel indemnified against all losses, damages, liabilities (whether criminal or civil), costs and expenses (including but not limited to any direct, indirect or consequential losses, loss of profit, loss of reputation and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other professional costs and expenses) suffered or incurred by the Company or its personnel arising out of or in connection with:
- 13.1.1 any breach of this Contract by the Contractor (including without limitation any breach of warranty);
- 13.1.2 any act of neglect or default of the Contractor's employees, agents and/or permitted subcontractors;
- 13.1.3 any breach in respect of any matter arising from the non-performance of the Services resulting in any claim by any third party; or
- 13.1.4 any breach of undertaking or agreement by the Contractor.
- 13.2 The indemnities given by the Contractor under this clause shall not be defeated or reduced by reason of any negligence or omission of the Company or its personnel in failing to supervise or

control the Contractor's servicing or, methods of working, or to detect or prevent or remedy or mitigate defective Services, or to ensure proper performance of any obligation of the Contractor.

14. PERMITS AND LICENCES

14.1 Notwithstanding the acceptance of the Contractor's Proposal, the Contractor shall at its own costs, ensure that it obtains and maintains all licences, authorisations and permits that may be required to enable the Contractor to fulfil all its obligations under this Contract. The Contractor shall indemnify and keep the Company indemnified from any penalties, fines or claims resulting from the failure by the Contractor to obtain and maintain any such licences, authorisations and permits.

15. GOVERNING LAW AND JURISDICTION

15.1 This Contract shall be governed by and construed in accordance with the laws of the Republic of Singapore.

16. ARBITRATION

16.1 Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the Singapore International Arbitration Centre ("SIAC") in accordance with the Arbitration Rules of the Singapore International Arbitration Centre ("SIAC Rules") for the time being in force, which rules are deemed to be incorporated by reference in this clause. The seat of the arbitration shall be Singapore. The Tribunal shall consist of 1 arbitrator. The language of the arbitration shall be English.

17. NOTICES

17.1 Subject as otherwise provided in this Contract, any notice or other communication given to a Party under or in connection with this Contract shall be in writing and shall be:

17.1.1 delivered by hand or by pre-paid post or other next working day delivery service at its address as set out in clause 17.2; or

17.1.2 sent to the address as set out in clause 17.2 or sent by email to the address specified in clause 17.2.

17.2. The addresses and email addresses for service of notices are as follows:

The Company	Singapore Arts School Ltd. 1 Zubir Said Drive Administration Office #05-01 Singapore 227968 Email: procurement@sota.edu.sg
The Contractor	[]

17.3 Any notice or communication shall be deemed to have been received:

- 17.3.1 if delivered by hand, at the time the notice is left at the proper address;
- 17.3.2 if sent by pre-paid post or other next working day delivery service, at 8.30am on the second Business Day after posting or at the time recorded by the delivery service; and
- 17.3.3 if sent by email, at the time of transmission, or, if this time falls outside Business Hours in the place of receipt, when Business Hours resume.

In this clause 17.3, "**Business Hours**" means 8.30am to 6.00pm Monday to Friday on a day that is a Business Day, and "**Business Day**" means any day other than a Saturday, Sunday or public holiday in Singapore.

- 17.4 This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

18. WAIVER

- 18.1 No failure or delay on the part of any Party hereto in exercising any power or right hereunder shall operate as a waiver thereof nor shall any single or partial exercise of any right or power preclude any other or further exercise of any right or power hereunder.

19. SEVERABILITY

- 19.1 If any one or more of the provisions contained in this Contract or any documents executed in connection herewith shall be invalid, illegal or unenforceable in any respect under any applicable law, the validity, legality and enforceability of the remaining provisions contained herein shall not in any way be affected or impaired.

20. ENTIRE CONTRACT AND MODIFICATION

- 20.1 This Contract embodies and sets forth the entire agreement and understanding of the Parties and supersedes all prior oral or written agreements, understandings or arrangements relating to the subject matter of this Contract. Neither Party shall be entitled to rely on any agreement, understanding or arrangement which is not expressly set forth in this Contract.
- 20.2 This Contract shall not be altered, amended or modified except by written instrument signed by the Contractor and the Company (acting by the Company's Authorised Representatives).

21. RELATIONSHIP OF PARTIES

- 21.1 Nothing in this Contract shall constitute a partnership between the Parties nor constitute one Party the general agent of the other Party; and it is hereby expressly agreed and declared that the Contractor shall in the performance of the Services and for all other purposes be deemed to be an independent consultant.

22. COUNTERPARTS

- 22.1 This Contract may be executed in any number of counterparts, all of which when taken together shall constitute one and the same instrument, and the Parties may execute this Contract by signing on separate counterparts.

23. SUB-CONTRACTS AND ASSIGNMENT

- 23.1 Neither Party shall without the prior written consent of the other Party transfer or assign (legally, equitably or otherwise) all or any of its rights, obligations or benefits hereunder to any third party or parties.
- 23.2 Without prejudice to Clause 23.1, the Contractor shall be responsible and liable to the Company for all acts, defaults and omissions of any sub-contractor appointed by the Contractor or of any assignee and the subcontractor's and/or assignee's employees and agents and shall fully indemnify and keep the Company fully indemnified against all loss and damage suffered by the Company arising out of or in connection with such acts, defaults or omissions.

24. COSTS

- 24.1 Each of the Parties shall bear its own legal and other costs and expenses incurred in connection with the negotiation, preparation and execution of this Contract.

25. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT

- 25.1 The Parties do not intend that any term of this Contract shall be enforceable solely under or by virtue of the Contracts (Rights of Third Parties) Act 2001 of Singapore by any person who is not a party to this Contract. For the avoidance of doubt, the Parties may rescind, vary, waive and release all or any of their respective rights and obligations under this Contract without the consent of any.

26. WORKING HOURS

- 26.1 The works under this Contract shall be executed according to the following Working Hours:-
 - a) **School Teaching and Learning Area (Level 5 to Level 10 and Rooftop)**
 - b) **Public Area (Level 1 to Level 3)**
 - c) **Service Area (Level 4)**

Day	Time
Mondays to Saturdays (Including Public Holidays Eve)	6:30 am to 11:00 pm
Sundays and Public Holidays	6:30 am to 11:00 pm

- 26.2 All works must be carried out with due diligence and expedition and in compliance with any directions from the Company.

27. COMPLIANCE

- 27.1 The Contractor undertakes to ensure that all statutory and regulatory requirements relating to, inter alia the immigration status of the workers, employees or agents, conducting the Services under this Contract in or in the vicinity of the Company's premises shall be fully complied with. The Contractor

shall be held fully and solely liable for and shall indemnify the Company and its Authorised Representatives in respect of all actions against the Company and its personnel for employing foreign workers without valid permits.

- 27.2 The Contractor shall ensure that every part of the Services and all materials, articles and goods used or incorporated therein or supplied by or on behalf of the Contractor, whether purchased under any patent or trade name or otherwise, shall comply with the quality, quantity, nature, description and condition required for the successful completion of the Service. The Contractor shall remain liable for any breach of this clause notwithstanding that the Company has accepted the Services as having been satisfactorily executed or completed.
- 27.3 The Contractor shall comply with the provisions of any renovation guidelines, house rules and regulations prescribed for the building.
- 27.4 The Contractor must implement and comply with all rules and regulations, safety and security requirements notified to it by the Company, the Company's Authorised Representatives or by any relevant authority.
- 27.5 The Contractor must comply with all relevant laws and the requirements of all relevant authorities in relation to occupational health and safety, including but not limited to the provisions of the Workplace Safety and Health Act 2006 and any associated regulations.

28. SAFETY

- 28.1 The Contractor shall take every reasonable precaution to ensure the safety of the Company's personnel and of any other person at the service area or in the vicinity of the service area whilst the Services are carried out. Warning and/or caution signs (if required) are to be prominently displayed at the service area and the service area shall be cordoned off whilst the Services are carried out.

29. PROTECTION OF EXISTING EQUIPMENT/PLANT

- 29.1 The Contractor shall take all necessary and appropriate precautions to protect and prevent any damages to the existing plant and equipment within the area where the Services are carried out. The Contractor shall be fully responsible for any damage caused due to their negligence and/or any breach in the conditions stipulated herein and all cost incurred by the Company as a result of such act by the Contractor shall be fully borne by the Contractor.

30. WARRANTY ON QUALITY AND PERFORMANCE

- 30.1 The Contractor acknowledges that the Company, in purchasing the Services, relies on the Contractor's expertise and experience in the industry. The Contractor warrants that it has the skills, competence, experience and ability necessary to perform the Services in accordance with the Contract and the Services shall be provided and performed with all due care, skill and diligence and in a professional manner.

31. INSURANCE

- 31.1 During the Contract Period and for a period of twelve (12) months thereafter, the Contractor shall at its own cost and expense effect and maintain in joint names with the Company the following insurance policies with reputable insurance companies:

- A) Public Liability insurance policy with a limit of at least S\$1,000,000 in respect of any one incident and unlimited for any one period; and
- B) Workmen's Compensation Policy in accordance with the Work Injury Compensation Act 2019.

31.2 The Contractor shall ensure that the Company's interest is noted on each insurance policy.

31.3 The Contractor shall promptly submit to the Company a duplicate copy of the insurance policies before the commencement of the Services.

32. COMPETENT SITE STAFF

32.1 The Contractor shall take all reasonable precautions to ensure that all persons employed by it to undertake the Services are competent and familiar with the performance of the Services at the relevant locations. The Contractor shall ensure that such persons employed shall comply with and observe all of the Company's internal rules and procedures which may be prescribed by the Company from time to time in connection with the performance of the Services and shall comply with any and all instructions given by the Company to the Contractor in connection therewith.

33. SECURITY AND SCREENING OF EMPLOYEES

33.1 Before the Contractor employs or engages any person in connection with the provision of the Services, the Contractor shall ensure that it has, in respect of that person:

- a) Obtained a police records check (if required by the Company); and
- b) Investigated the person's employment history.

33.2 Upon completion of the screening process to the satisfaction of the Company, the Company shall give written notice to the Contractor of the names of those persons (if any) that the Company has approved for the purposes of the provision of the Services under this Contract (the "**Approved Persons**").

33.3 The Company may, at any time and without coming under any liability, notify the Contractor that a person has ceased to be an Approved Person. Upon receipt of such notice, the Contractor shall ensure that such Approved Person shall no longer enter the Company's premises, and that such Approved Person shall cease to be engaged in connection with the provision of the Services.

34. SERVICE LEVEL CONTRACT

34.1 Should the Contractor, its agent or servants commit an act of irregularity (which expression shall include failure to perform the duties like those mentioned in Annex D1, Annex D2, Annex D3, Annex D4, Annex D5, Annex D6, Annex D7, Annex D8, Annex D9 and Annex F, any misdemeanor which is likely to bring the Company into disrepute), the Contractor shall at its own expense, rectify the irregularity to the satisfaction of the Company. In addition to the above charges, the Contractor shall be liable for all delays in scheduled and non-scheduled works, expenses and costs whatsoever incurred by the Contractor. For any minor breach of the Specifications of Work, a sum or sums shall be deducted directly from the Contractor's invoice.

34.2 For acts committed as described in Annex F, the Contractor shall keep the Company updated and informed of the actions taken against the staff involved.

34.3 The total amount of liquidated damages payable by the Contractor under Clause 34.1 shall at no

time exceed 10% of the Contract Sum.

35. VARIATION

- 35.1 No variation whether oral or otherwise in the terms of this Contract shall apply hereto unless such variation shall have first been expressly accepted in writing by the Contractor and the Company's Authorised Representatives.
- 35.2 The Contractor shall allow in the Contractor's Proposal for any additional expenses which may have to be incurred by the Contractor due to the hours which its employees may be asked to work including services during lunch hours provided by relief officers, all of which are to be provided at the Contractor's expense.

36. COMPLIANCE WITH PROGRESSIVE WAGE MARK REQUIREMENTS

- 36.1 Subject to Clauses 36.2 and 36.3, for the entire Contract Period, a Contractor who is PW Mark-Eligible shall:
- (a) maintain a valid Progressive Wage Mark or Progressive Wage Mark Plus issued by the relevant authority through the GoBusiness Portal (individually and collectively referred to as "**PW Mark**");
 - (b) ensure that each subcontractor who is or becomes PW Mark-Eligible shall obtain and maintain a valid PW Mark for the entire Contract Period;
 - (c) notify the Company of any change to the Contractor's or any of its subcontractors' PW Mark accreditation status within one month after the change; and
 - (d) replace any subcontractor who is PW Mark-Eligible that fails to maintain a valid PW Mark during the Contract Period with another subcontractor approved in writing by the Company within one month of the Contractor being notified of such failure. The Contractor shall comply with Clauses 36.1(b) to (d) in respect of any replacement Subcontractor.
- 36.2 If at the time the Contractor's Proposal is accepted by the Company, the Contractor who is PW Mark-Eligible has neither obtained nor applied for the PW Mark, the Company shall have the right to exempt the Contractor from compliance with Clause 36.1(a) for such period of time as determined by the Company.
- 36.3 If at the time the Contractor's Proposal is accepted by the Company, the Contractor who is PW Mark-Eligible has applied for but has yet to successfully obtain the PW Mark, the Contractor shall:
- (a) be exempted from compliance with Clause 36.1(a) during the period where the initial application for the PW Mark is being processed on the GoBusiness Portal. The Company may extend the period of exemption by one or more consecutive periods as determined by the Company; and
 - (b) notify the Company of the outcome of the Contractor's application(s) for the PW Mark within one month after the date of receipt of the outcome of the application, and provide the Company with the e-Certificate as proof of the successful application (if any).
- 36.4 If a Contractor who is not initially PW Mark-Eligible becomes PW Mark-Eligible at any point in time during the Contract Period, the Contractor shall:
- (a) notify the Company on the Contractor's eligibility for the PW Mark within one month after

the first day of employment of the relevant Local Resident Worker(s) covered by the Sectoral Progressive Wages Structure and/or Occupational Progressive Wages Structure;

- (b) apply for a PW Mark through the GoBusiness Portal by the end of the third month of employment of the relevant Local Resident Worker(s) referred to in Clause 36.4(a);
- (c) provide the Company with proof of its application for a PW Mark within one month after the date of submission of the application;
- (d) notify the Company of the outcome of the Contractor's application for PW Mark within one month after the date of receipt of the outcome of the application, and provide the Company with the e-Certificate as proof of the successful application (if any); and
- (e) maintain a valid PW Mark for the remaining duration of the Contract Period.

36.5 A Contractor who is not PW Mark-Eligible shall comply with all the following:

- (a) ensure that each subcontractor who is or becomes PW Mark-Eligible shall obtain and maintain a valid PW Mark for the entire Contract Period;
- (b) notify the Contractor of any change to any subcontractor's PW Mark accreditation status within one month after the change; and
- (c) replace any subcontractor who is PW Mark-Eligible that fails to maintain a valid PW Mark during the Contract Period with another subcontractor approved in writing by the Company within one month of the Contractor being notified of such failure. The Contractor shall comply with Clauses 36.5(a) to (c) in respect of any replacement subcontractor.

36.6 The Company shall have the right to terminate the Contract by giving two (2) months' prior written notice to the Contractor if the Contractor fails to comply with any of the provisions in Clauses 36.1, 36.3(b), 36.4 and 36.5.

36.7 For the purposes of this Clause 36, unless the context otherwise requires —

"PW Mark-Eligible" in relation to an employer, means an employer who is eligible to apply for a Progressive Wage Mark or Progressive Wage Mark Plus as the employer employs at least a Local Resident Worker covered by the prevailing Sectoral Progressive Wages Structure or Occupational Progressive Wages Structure that are in effect during the Contract Period.

"GoBusiness Portal" refers to <https://www.gobusiness.gov.sg/> and its webpages.

"Local Resident Worker" means an employee who is a Singapore Citizen or Permanent Resident.

"Sectoral Progressive Wages Structure" mean the progressive wage structure implemented for specified sectors under the Progressive Wage Model.

"Occupational Progressive Wages Structure" mean the progressive wage structure implemented for specified occupations under the Progressive Wage Model.

CONDITIONS OF CONTRACT

Tender Ref: SAS/OP/2026/005/T

IN WITNESS WHEREOF the Parties hereto have hereunto set their respective hands the day and year first above written.

SIGNED BY)
DIRECTOR, CORPORATE)
PLANNING & SERVICES)
for and on behalf of)
SINGAPORE ARTS SCHOOL LTD.) _____

in the presence of:)
SENIOR MANAGER, OFFICE OF PROPERTY)
MANAGEMENT) _____

SIGNED BY)
(Contractor Authorised Representative)
for and on behalf of [Contractor Name]
[Name / Designation]) _____
)

in the presence of:)
)
_____) _____
) Name:

Annex B : SELECTION CRITERIA

SELECTION CRITERIA

- 1.1 Singapore Arts School Ltd. (the Company) is seeking to enter into a contractual agreement with a Contractor who best addresses the Company's objective to obtain the best value from the Contractor's services. In line with this principle, the Company will adopt the following criteria for the selection of a Contractor.

Tendering for the Provision of Cleaning Services shall be evaluated based on the following criteria

- ✓ a) Submission of Tender before the Tender Closing Date and Time
- ✓ b) Mandatory attendance at Tender Briefing and Site-show
- c) Tenderer compliance to registration with Government Supplier Registration (GSR , Building & Construction Authority (BCA) and Environmental Public Health (EPH):
 - ✓ **(i) GSR Supply Head : EPU/SER/46 – Cleaning Services**
(All forms of cleaning e.g. toilet cleaning and maintenance of Aquariums and fish pond etc. This however excludes laundry service, cleaning and maintenance of building which comes under BCA.)

GSR Financial Grade : S7 and Above – up to \$5 million
 - ✓ **(ii) BCA Work Head : FM02 – Housekeeping, Cleansing, Desilting & Conservancy Services**
(Includes cleaning and housekeeping services for offices, buildings, compounds, industrial and commercial complexes, desilting and cleansing of drains and grass cutting.)

BCA Financial Grade : L6 and Above – (Tender Limit - Unlimited)
 - ✓ **(iii) EPH License : Cleaning Business licensed**
- d) Valid certifications before the Tender opening date (where applicable)
- e) Compliance with list of required Tender Documents submission (please refer to Schedule 1 - Instruction to Tenderers, Point 1)
- ✓ f) Tender Proposal shall include, but not be limited to, the following:
 - i. **Proposed Cleaning Schedules**
Proposed cleaning schedules and programmes for daily, weekly, monthly, periodic, and ad-hoc cleaning operations, including proposed frequencies, timelines, and operational arrangements.
 - ii. **Smart Technologies, Equipment and Operational Processes**
Details of proposed smart technologies, digital systems, mechanised equipment, and operational processes intended for the management, monitoring, reporting, quality control, manpower deployment, and execution of the Cleaning Services
 - iii. **Manpower Deployment Plan and Organisation Chart**
A detailed proposed manpower deployment plan indicating staffing strength, shift arrangements, deployment strategy, roles and responsibilities, together with the proposed organisation chart for the Contract
- g) Compliance with Schedule 1, 2, 3 and 4 ; Annexes A, B, C, D1, D2, D3, D4, D5, D6, D7, D8, D9, E, F, G and H

-
- ✓ h) Tender Schedule of Price (Schedule 3) and Schedule of Rates (Schedule 4)
 - i) Financial capabilities of the Tenderer
 - j) Record of past and current contracts / projects
 - k) Other relevant certifications (if any)

1.2 The Company is not bound to award to the lowest quotation.

Note: Criteria marked with ✓ are critical.

Annex C :
**LIST OF SINGAPORE STANDARDS
AND CODES OF PRACTICE**

LIST OF SINGAPORE STANDARDS AND CODES OF PRACTICE

The Contractor must comply to the latest codes, but not limited to the following:

SS 30 : 1999 (2012)	Manhole tops and surface-box tops (up to 1000mm opening)
SS 34 : 2021	Undercoat paint for gloss enamel
SS 35 : 2013	Specification for toilet soap
SS 37 : 1998 (2021)	Aluminium paint
SS 38 : 1998 (2021)	Aluminium wood primer
SS 39 : 2013 (2019)	Specification for sodium hydroxide solution (caustic soda), technical
SS 70 : 2001	Clay roofing tiles and fittings
SS 75 - 2: 1978 (2020)	Draw-off taps and stop-valves for water services (screw-down pattern) - Draw-off taps and above-ground stop-valves
SS 659:2020	Code of practice for scaffolds
SS 551 : 2022	Code of practice for earthing
SS 598 : 2014	Code of practice for suspended scaffolds
SS 525 : 2024	Code of practice for drainage of roofs
SS 615 : 2016	Code of practice for the transportation and storage of pesticides
SS 555 - 1 : 2018 SS 555 - 2 : 2018 SS 555 - 3 : 2018 SS 555 - 4 : 2018	Code of practice for protection against lightning
SS 595 - 1 : 2014 SS 595 - 2 : 2014 SS 595 - 3 : 2014	Singapore standard for steel wire ropes for hoisting
SS 536 : 2023	Code of practice for the safe use of mobile cranes
CP 39 : 1994 (2012)	Code of practice for the installation of master antennae television systems for the reception of VHF and UHF sound and television broadcasting transmission operating between 5 MHz and 824 MHz
SS 532 : 2016	Code of practice for the storage of flammable liquids
SS 636:2018+A4:2021	Code of practice for water services
SS 602 : 2014	Code of practice for noise control on construction and demolition sites
SS 559 : 2022	Code of practices for safe use of tower cranes
SS 617 : 2016	Code of practice for the lifting of persons in work platforms suspended from cranes

SS 509 - 1 : 2015	Code of practice for cleaning and surface repair of buildings - Cleaning of natural stones, brick, terracotta, concrete and rendered finishes
SS 694:2023	Cleaning service industry - Cleaning performance for commercial premises
SS 528-3:2006 (2026)	Code of practice for personal fall-arrest systems

The Contractor shall also comply with the following mandatory statutory and public regulations and/or requirements while undertaking this Contract.

1. Code of Practice for Fire Precautions in Building 2023 issued by the Singapore Civil Defence Force;
2. Code of Practice on Environmental Health, issued by the Ministry of the Environment;
3. Code of Practice on Sewerage Procedures and Requirements, issued by the Ministry of the Environment;
4. Management of General Wastes and Toxic Industrial Wastes, issued by National Environment Agency;
5. Prevention and Control of Air, Water and Noise Pollution, issued by National Environment Agency;
6. Building Control Act;
7. Energy Market Authority's Regulations and Requirements; and
8. Workplace Safety and Health (WSH) Act under Ministry of Manpower

Note:

The Contractor shall comply with the latest editions of all relevant Singapore Standards (SS) and Codes of Practice (CP), including any amendments or replacements issued by the relevant authorities. The years indicated above are for reference only.

Annex D1 : REQUIREMENT SPECIFICATIONS

REQUIREMENT SPECIFICATIONS

Part A – General

1.0 General

- 1.1 The Contractor shall carry out cleaning operations as detailed in the specifications hereunder. All works shall be completed to the satisfaction of Singapore Arts School Ltd (hereinafter referred as “**the Company**”), and the School of the Arts, Singapore (hereinafter abbreviated as “**the Building**” in this Annex).
- 1.2 The Requirement Specifications shall be deemed to form and be read and construed as an integral part of the Contract.
- 1.3 The Contractor shall satisfy himself as to the full extent, character and nature of the Services to be performed under the Contract. The Contractor shall be deemed to have inspected and examined the site and satisfied himself as to the local conditions, the accessibility, the supply and conditions affecting labour and materials, the transportation of labour, equipment, etc., and the execution of the Contract generally, as no claim whatsoever on grounds of lack of knowledge in this respect shall be entertained.
- 1.4 The Contractor shall be solely responsible for liaising, co-ordinating and making all necessary arrangements with any relevant authorities, specialists, approved sub-contractors, etc., to ensure the satisfactory execution and completion of the Contract.

2.0 Extent of Contract

- 2.1 This Contract is for the provision of Cleaning Services, as specified in this Requirement Specifications and in the Annexes thereto to the Building.
- 2.2 In the event that the Company decides to increase or omit part of the premises (such that Gross Floor Area (GFA) as stated in the Contract is changed) from the Cleaning Services, the Company has the right to and the Contractor shall agree and accept the Contract Sum to be adjusted according to the terms of the Contract including adjustment to the number of Cleaners required under the Contract upon mutual agreements.
- 2.3 The Contract Sum shall not be adjusted if GFA remains the same or modifications to the Buildings are carried out, such as changes to the finishes (e.g. from cement flooring to carpet flooring), furnishing and facilities within the Building.
- 2.4 The Contractor shall take over the Cleaning Services of the Building as per existing condition, irrespective of whether the Building have been upgraded or renovated or under renovation or general repairs and redecorations. No price adjustment shall be made to the Contract Sum.
- 2.5 The Contractor is to note that it is his responsibility to check and ensure the general cleanliness of the Building.
- 2.6 The Contractor shall give due considerations and price for all costs and expenses for the execution and operation of all the Cleaning Services.

3.0 Scope of Contract

3.1 The scope included in this Contract comprises the Cleaning Services and Logistical Support (including housekeeping) to the specified inventories and cleaning areas:-

3.1.1 Base Contract

External Areas within the Building boundary, Performance Venues, Car Park, School Teaching and Learning Areas as listed in Annex D2. This comprises the cleaning and washing tasks as described in point 11.0 to point 18.0 of this Requirement Specifications.

3.1.2 External Building Glass/Window Façade Cleaning, Internal Building high-level cleaning and cleaning and polishing for Escalators and Gantry Shelters cleaning and polishing services. This comprises the cleaning and washing tasks for External Building Glass/Window Façade Cleaning, Internal Building high-level cleaning, Escalators and Gantry Shelters cleaning and polishing services as described in point 19.0 of this Requirement Specifications; and

3.1.3 Other Cleaning Services by Works Orders

This comprises the cleaning Works and Services as described in Schedule 4, Schedule of Rates and any other work issued to the Contractor from time to time.

3.2 All Works carried out by the Contractor shall be in accordance with good housekeeping practice, relevant Acts and Regulations, relevant Codes of Practice and Standards and their subsequent revisions as stated in Annex C manufacturer's recommendations, statutory and public offices' requirements such as requirements of Ministry of Manpower (MOM), National Environment Agency(NEA), etc.; and to the reasonable satisfaction of the Company. It is clearly the intention of this specification that the Works shall include everything necessary to upkeep the Building in excellent condition and free from public complaints. The scope of Services mentioned above shall only serve as a reference and is not exhaustive. It is the sole responsibility of the Contractor to carry out the Services, all in compliance of the relevant Acts including Employment Laws. The term "Act" means Acts of Singapore including subsidiary legislations, rules, by-laws, and regulations made thereunder and any amendments thereto which are in force from time to time.

4.0 Contractor Standby Service

4.1 The Contractor is to ensure that they remain contactable 24-hours / 7-days a week during the Contract Period. The Contractor shall bear the cost of acquiring and maintaining the mobile phones, telephones, walkie-talkies and any other communication devices to carry out Works and Services.

5.0 Working Days and Hours

5.1 School Teaching and Learning Area (Level 5 to Level 10 and Rooftop)

The hours for carrying out the Cleaning Services at Teaching and Learning areas within the Building levels unless otherwise stated shall follow and reference to Annex D3, Minimum Number of Manpower, D3/3, Point 3.1a.

5.2 External Areas/Performance Venues/Carpark Floors (Level 1 to Level 3)

The hours for carrying out the Cleaning Services at External Areas/Performance Venues/Carpark Floors unless otherwise stated shall follow and reference to Annex D3, Minimum Number of Manpower, D3/3, Point 3.1b.

5.3 Service Area (Level 4)

The Contractor shall provide Cleaning Services for the Level 4 Building M&E (Mechanical & Electrical) Rooms in accordance with the Company's cleaning standards and safety requirements.

5.4 The Cleaners shall work during the Working Hours as stated in point 5.1 and point 5.2. Cleaners are only allowed to access the areas listed in Annex D2, Areas Covered Under Cleaning Services, based on the submitted approved comprehensive cleaning programme as stated in point 6.0 or unless permission from the Company is obtained.

5.5 If directed by the Company, the Cleaners including Team Leaders and Supervisor may be required to work out of the above specified Working Hours to complete the Services as mentioned in point 11.0 to point 18.0.

5.6 Where the Company is of the view that any parts of the Cleaning Services have to be carried out urgently, the Company may order work to proceed continuously by day and night. In the event that they are required to work continuously after the Working Hours as stated above, the personnel will be paid at the Contract Manpower Rate. Notwithstanding, if the Cleaners have to work after the Working Hours due to their own faults, the Contractor shall be responsible and have to pay for the Works carried out after the Working Hours.

5.7 However, if the Contractor is in the opinion that any part of the cleaning Works that may cause undue inconvenience or disturbance to the occupants of the Building and that the part will have to be carried out after Working Hours, the Contractor shall propose to the Company and the Company shall make the final decision. In this case, the Contractor will not be paid overtime for the Cleaning Services carried out. In the event that the Contractor is required to carry out the said part of Cleaning Services during Working Hours, the Contractor should try his best to minimise inconvenience and disturbances.

- 5.8 The Contractor shall comply with the Progressive Wage Model (PWM) wage and training requirements set by the Tripartite Cluster for the Cleaning Industry and the MOM, for all Singapore Citizens and Permanent Residents employed in Cleaning Services under this Contract.

The Contractor shall ensure that all deployed personnel meet the relevant PWM job roles, wage levels, and training requirements, and shall provide supporting documentation upon request.

The Contractor is encouraged to adopt PWM-aligned principles for foreign workers deployed on-site, to support skills development and productivity-based wage progression.

6.0 Proposed Operation Frequency and Cleaning Programme

- 6.1 In addition to the Proposed Operation Frequency at Annex D7, the Contractor shall submit a comprehensive Cleaning Programme for the approval by the Company one week before the start of the Contract. Upon approval, the Cleaning Programme shall be strictly adhered to by the Contractor in the execution of the Contract and shall not be varied in any way without the written approval of the Company. The Company reserves the right to amend or vary at any given time if such Cleaning Programme is found unsuitable for any reason. Notwithstanding the above, the Contractor shall not be relieved of his responsibility to execute the Services under this Contract efficiently and to the satisfaction of the Company.
- 6.2 The Cleaning Programme shall include particulars of staff to be deployed and machines and materials to be used.
- 6.3 The Cleaning Programme refers to the work schedule of yearly, quarterly and monthly cleaning Works and shall be submitted to the Company to facilitate the monitoring of Works done. The performance standards shall be in accordance with the Proposed Operational Frequency stated herein.
- 6.4 The Company also reserves the right to instruct the Contractor to change the Proposed Operation Frequency at Annex D7 at no increase in cost to the Company if the Contractor fails to meet Annex D4, Minimum Quality Standards, and Annex D5, Quality Benchmark Performance Standards.
- 6.5 The Contractor shall also make allowance for any additional work requested due to the unsatisfactory Cleaning Services carried out previously.

7.0 Vehicle Parking Fees

- 7.1 The Contractor shall pay prevailing parking rates applicable to members of public for their vehicles parking in the Building's car park and adhere to the Company's car park policy.
- 7.2 The Loading Bay can only be used for loading and unloading purposes.

8.0 Attendance to Work Requests

8.1 Procedure for Managing and Recording Work Requests

8.1.1 Complaints or Work Requests from the Company

Upon receipt of any complaint or request from the Office of Property Management (OPM), either via walkie-talkie, telephone or electronic notification, the Contractor shall acknowledge receipt of the request/ complaint.

The Contractor shall within the response time stipulated in Annex D8, Schedule of Response Time, visit the site to assess, clean, rectify and review the situation with the Company. If there is any additional cost involved, the Contractor shall submit the details of the Works scope and estimated cost to the Company for their approval before commencement of any work.

The Contractor shall provide a Supervisor to act on request/ complaints and carry out rectification Works. The Supervisor must be contactable 24-hours / 7-days per week by the Company.

8.1.2 Progress and Status of Rectification Works

The Supervisor is required to report on the time logs and progress of their Works while they are on site.

The Supervisor is required to obtain the written acknowledgement from the Company that the Works have been satisfactorily completed on the request form to be generated by the Contractor.

Upon completion of the Works, the Company shall be informed of the status of the rectification Works.

The Contractor shall maintain proper records of all request forms generated or issued and acknowledged by the Company after the Works are satisfactorily completed. The Contractor shall make available such forms for inspection by the Company as and when requested.

8.1.3 Claims and Payment Process

When the Works is completed, verified and accepted by the Company on the Service Order, the Contractor shall generate and submit an invoice within seven (7) working days reflecting the actual cost of Works based on Schedule 3, Schedule of Price and Schedule 4, Schedule of Rates.

8.2 Attendance to Emergency and Urgent Activation after Working Hours

8.2.1 The Contractor shall ensure that his authorised representatives shall have their mobile phones turned on at all times to respond to service requests made after specific Working Hours. All requests for Service after Working Hours shall be attended to within the time frame specified in Annex D8, Schedule of Response Time.

All service requests received during this period shall be recorded in the following format:

Description of Services	Date and Time of Request	Date and Time of Response	Date and Time of Completion	Remarks	Verified by Contractor	Verified by the Company

8.2.2 Copies of all fault reports received by the Contractor shall be submitted to the Contractor every week. Invoices for any Services or Works done after Working Hours shall be submitted to the Company not later than three (3) days after the Works has been completed.

9.0 Innovation and Value-Added Initiatives

The Contractor is encouraged to propose innovative solutions and initiatives that can improve productivity, service standards, workplace safety, and environmental sustainability in the delivery of Cleaning Services.

10.0 INTENTIONALLY LEFT BLANK

Part B – Scope of Works

11.0 General Requirements on Cleaning and Logistical Support

- 11.1 Daily cleaning shall be carried out following a systematic sequence.
- 11.2 Daily cleaning shall be divided into spot and thorough cleaning. Spot cleaning refers to the process whereby only specific areas are cleaned (i.e. those which are soiled). Thorough cleaning refers to the cleaning of the entire area following a schedule or as and when necessary.
- 11.3 Thorough cleaning schedule should be planned to be carried out during Off-Peak Hours (refer to Annex D3, Minimum Number of Manpower, D3/3, Point 3.2) to avoid inconveniencing the staff, students, hirers, lessees and/or members of the public.
- 11.4 Scheduled cleaning should be carried out periodically. Different areas require different cleaning periods to maintain their cleanliness. The periodic cleaning programme shall be approved by the Company prior to implementation. Point 6.0 above shall be referred in establishing the cleaning frequency.

- 11.5 The Contractor shall make his own provisions for periodic Cleaners and additional Team Leaders and Supervisor to carry out and complete the periodic Works specified in the work programme.
- 11.6 The following quality control documentation should be used in the supervising and monitoring of the cleaning during the week. A set of the completed **daily** inspection checklists of the week (Monday to Sunday) should be submitted to the Company by the following Monday. Should Monday be a non-working day, the set of checklists should be submitted on the next working day.
- a) Checklist for Cleaning Staff
 - b) Cleaning Timing Schedule
 - c) Periodic Cleaning Schedule
- 11.7 Floor, ceiling, walls, columns, partitions and glass panels shall be cleaned, sealed and polished, when instructed by the Company. The Works are to be carried out in accordance with the Minimum Quality Standard specified herein in Annex D4, Minimum Quality Standards.
- 11.8 The Contractor shall instruct his Cleaners to exercise extra care when dismantling and re-assembling all fittings, signs, paintings, etc., as the cost of repair or replacement of the damaged and broken items due to negligence shall be charged to the Contractor.
- 11.9 All cleaning products shall be mixed in accordance with the manufacturer's instructions.
- 11.10 All scrubbing shall be done with an approved heavy duty scrubbing machine.
- 11.11 The Contractor shall empty all receptacles such as litter bins, bulk bins, waste paper baskets, etc. as stated in Annex D4, Minimum Quality Standard, and as stated in Annex D5, Quality Benchmark Performance Standards. All rubbish collected is to be transported to the Building's refuse bin centre on suitable trolleys provided by the Contractor at his own cost.
- 11.12 The Contractor shall only dispose of refuse collected from the Building to the Company's refuse centre. No rubbish is to be left on the floor of the bin centre and the Contractor is to ensure that the cover of the bin is covered at all times. The Contractor shall station sufficient Cleaners as and when required during daily refuse collection.
- 11.13 The Contractor shall without prejudice to his overall responsibility to execute and complete the Works as per specifications, progressively deploy adequate Cleaners to attend to the following Services:
- a) Spot check and clean (if necessary) the toilets, in between the scheduled cleaning to maintain a continuous high standard of cleanliness, cleaning frequency based on Frequency as stated in Annex D7, Proposed Operation Frequency;
 - b) Continuous checking of toilets to ensure that depleted toiletries are always replenished [Note: toiletries (as referred to point. 25.7) are to be provided by the Contractor];
 - c) Spot cleaning of the External Areas/Performance Venues/Carpark Floors such as entrance, lobbies, lifts, walkways, etc., to ensure that all such areas are kept clean and free of litter at all times;

- d) Spot cleaning of any spillage or vomit or debris or equivalent e.g. after a “flash flood” that may occur in any part of the Building;
- e) Ensuring that all floors are kept as dry as possible on rainy days and put up relevant signs as needed e.g. “cleaning in progress” or “wet floor”;
- f) Attendance to emergency/urgent requests for cleaning Works during Working Hours as stated in Annex D8, Schedule of Response Time; and
- g) Provision of cleaning for external façade including aluminium and glazing finishes of the Building of up to the height of 3.5 metres as stated in Annex D7, Proposed Operation Frequency.

11.14 The Contractor shall clean all affected areas for any major events, equivalent functions or VIP visits as advised by the Company. The Contractor shall ensure that all tasks are completed within the given deadline. The scope of Works shall include but not limited to the following:

- a) Buffing of cement, stone, vinyl floor; and etc.;
- b) Notwithstanding Optional Cleaning is included, where an area or room is used for holding important functions/dinners or equivalent, the entire area or room, including all furniture, carpets, lifts, toilet areas and the common areas affected are required to be thoroughly cleaned/washed with suitable detergent before commencement and after the function/dinner or equivalent; and
- c) The Contractor shall be required to provide Cleaners for standby during the Building function/dinner or equivalent and VIP visits held in the Building during and after the Working Hours.

11.15 The Contractor will provision sufficient manpower for various logistical support to the Company (in line with point 18.0). These supports include, but not limited to:

- a) Setting up/ Standing by/ Clearing up for School events
- b) Any ad-hoc support for housekeeping and logistical support

12.0 Areas Covered in the Contract

The areas include but are not limited to the following spaces: -

12.1 External Areas at Level 1, Level 2 and Level 3:

- a) Covered and Open Public Walkway;
- b) East / West Plaza and steps;
- c) North Plaza;
- d) All glass panels in the above areas;
- e) Loading and Unloading Bay;
- f) Refuse Bin Centre;

- g) Rock Climbing Wall Area; and
- h) Covered water drains in the above areas.

12.2 Service Area at Level 4

- a) Common Areas

12.3 Common Inventories at all Levels:

- a) Circulation Area and Corridors;
- b) Toilets;
- c) Lift Lobbies;
- d) Lift Cars;
- e) Escalators;
- f) Staircases;
- g) Walls and ceilings (to remove dust and cobwebs);
- h) Floorings and railings; and
- i) Other fixtures.

12.4 Car Park at Level 1 (3-tiers)

12.5 Performance Venues at Level 1, Level 2 and Level 3 (including backstage areas, circulation areas, corridors, dressing rooms, toilets, pantry and common areas):

- a) Concert Hall;
- b) Drama Theatre;
- c) Studio Theatre;
- d) Gallery;
- e) Venue Staff Office and Dressing Rooms;
- f) Green Room; and
- g) Stores and workshop.

12.6 School Teaching and Learning Areas (Level 5 to Level 10 and Rooftop):

- a) Multi-Purpose Hall (including stage and backstage);
- b) Lecture Theatre;
- c) Arts studios (Dance, Music, Theatre, Visual Arts, Literary Arts, International Baccalaureate Studios and Film);

- d) Gym;
- e) Library;
- f) Staff Offices, Meeting and Discussion Rooms;
- g) Science Laboratories;
- h) Arts Workshops;
- i) Exhibition spaces (Level 5, Level 8 and Level 10);
- j) Computer Studios;
- k) Canteen and Café (Dining Areas only); and
- l) Stores.

13.0 Functional Requirements

13.1 The functional requirements for the cleaning, washing and logistical setup of the spaces mentioned in point 12.1 to point 12.4 shall comprise, but are not limited to the following tasks:

- a) Check, sweep and clean external areas such as public walkway, front and rear entrances, steps, staircases, circulation areas and corridors to ensure that these areas are kept clean and free of dry leaves, litter and other debris or stains;
- b) Sweep and mop wet flooring after rain at staircases, staircase landings, corridors, lobby area, and any other areas;
- c) Carry out water jetting of the Building entrance, walkways and surrounding drains (Refer to Annex D7, Proposed Operation Frequency);
- d) Remove and kill weeds and saplings and the like on roofs, walls, walkways, drains, etc.;
- e) Clean the Performance Venues (Concert Hall, Drama Theatre, Studio Theatre, Gallery and Green Room) daily and immediately after each event. The scope of Works shall include but not limited to the following:
 - i. Clearing of litter left in the Performance Venues;
 - ii. Clearing of any spillage that may occur in any part of the Performance Venues; and
 - iii. Vacuuming fabric upholstered furniture including moist clean metal / timber / plastic components.
- f) Empty rubbish, clean, supply and replenish plastic trash bags in litter bins or other receptacles placed in the areas;
- g) Clean surfaces of fittings and glass panels at guard rails to keep the surfaces free of marks, stains, dirt and dust;
- h) Clean statues, artworks, plaques, graphics, signs and the likes;

- i) Check and spot clean any spillages that may occur;
- j) Clean corridors and passageways in preparation for VIP visits;
- k) Clear dried leaves and rubbish from external drainage. Metal grating and slab panel of drainage should be lifted, removed and cleaned as well;
- l) Vacuum and clean access flooring under tile slabs for dried leaves and debris by lifting of panel for access to clean internally;
- m) Check all accessible areas at rooftops, passageways and terraces on surface drains, scupper drains, rain water down pipe dome and gully are free of dried leaves or debris to ensure no occurrence of choke or water ponding, in order to prevent formation of mosquitoes breeding and algae growth sites;
- n) Check all outlets / traps / gully gratings and joints to ensure they are intact and report to the Company if otherwise;
- o) Sweep, flush, scrub and remove algae and other biological growth from surface water drains, walkways, walls, etc.;
- p) Cleaning of overhead service piping, ducting and trunking;
- q) Wash and clean refuse bin centre and bulk bin daily after the removal of rubbish by the waste collector; and
- r) Remove all food waste in refuse bin centre, terrace and etc. areas in order not to attract cats, birds, ants, maggots, flies and etc. Cleaners are not allowed to feed cats, birds and etc. within the vicinity of the Building.

13.2 The functional requirements for the cleaning, washing and logistical setup of the spaces mentioned in point 12.5 shall comprise, but are not limited to the following tasks:

- a) Clean the Multi-Purpose Hall (including stage and backstage), Lecture Theatre, meeting rooms, training rooms etc. daily and immediately after function;
- b) Sweep and clean the Level 5 to Level 10 circulation areas, terraces, lift lobbies, window ledges, passageways, and staircases to keep the floors clean and free of dry leaves, litter and other debris or stains;
- c) Cleaning of arts studios and equipment in studios;
- d) Clean surfaces of offices' / library' / lobbies' doors and glass panels not exceeding 3.5m high to keep the surfaces free of finger marks, stains, dirt and dust;
- e) Clean Canteen and Café (Dining Areas) (refer to the point 13.3 for the list of tasks);
- f) Clean Staff Offices;
- g) Mop vinyl flooring;

- h) Clean the surfaces of refrigerators, micro-wave ovens, and hot/cold water dispensers;
- i) Vacuum fabric upholstered furniture including moist clean metal/timber/plastic components;
- j) Wipe clean all the tops of the upholstery of partitions;
- k) Dry clean upholstery of furniture (in preparation for new staff);
- l) Clean staff office telephones and spray with telephone disinfectant;
- m) Empty litter bins / waste receptacles and clear unwanted materials in staff offices, classrooms, laboratories, studios, toilets, walkways, multi-purpose hall, lecture theatre, science laboratories, and all other meeting/discussion rooms. Dispose them properly in the bin centre;
- n) Empty rubbish bins, supply and replenish plastic trash bags in rubbish bins or other receptacles placed in all areas;
- o) Check and clean doors, windows and the like in offices, special rooms and classrooms. If door closers, ironmongeries, doors, windows, etc. requires repair or replacement, the Contractor shall report to the Company;
- p) Polish stainless steel surfaces and spot clean lifts' interior and exterior surfaces in order to ensure that all lift cars and lift doors are in aesthetically pleasing condition;
- q) Spot clean escalators' exterior surfaces, including:
 - I. pallets/steps;
 - II. balustrades;
 - III. handrails;
 - IV. skirting; and
 - V. landing areas.
- r) Vacuum and clean carpet floor at the Creativity Room, Tonality Room, Rhythm Room, Harmony Room, Green Room, Library and at the Music Practice Studios;
- s) Check and spot clean of any spillage that may occur in the above areas;
- t) Clean the toilets (refer to the point 13.4 for the lists of tasks);
- u) Wipe the walls including doors and doorframes, with clear water or other approved cleaning chemical;
- v) Clean water coolers / water dispensers including wiping away stains and removal of particles accumulated at the draining pan;
- w) Spot clean external/internal walls/ceilings that are within accessible height to remove fungus / algae / smudges / cobwebs / grass warps nest;
- x) Clean light switches, air-con diffusers / light fittings;
- y) Clean service ducts at workshops, science laboratories, service cabinets, etc.;

z) Render cleaning support to any cases of emergencies such as choked floor traps, pipe burst and etc. that would cause flooding and soiling of the Building; and

aa) Classroom Cleaning (refer to the point 13.5 for the lists of tasks);

13.3 Canteen Cleaning

The functional requirements for the cleaning and washing of Canteen shall comprise, but are not limited to the following tasks:

13.3.1 Canteen Cleaning shall mean to comprise cleaning and washing to all Canteen and Café (Dining Areas) except Cooking Areas and stall operation areas;

13.3.2 The Contractor shall ensure that the Cleaners have adopted good practices in cleaning method such as proper method of cleaning tables, equipment, disinfectants and type of cleaning cloth to use to maintain a clean, safe and hygiene dining environment;

13.3.3 Cleaners are not allowed to sweep food remnants onto the floor. All food remnants dropped onto chairs and floor shall be cleaned immediately;

13.3.4 The Contractor shall ensure that the Canteen and Café (Dining Areas) shall be maintained at a clean and satisfactory level at all times to the satisfaction of the Company;

12.3.5 The Contractor shall ensure that all used disposable crockery and utensils are promptly collected from tables and either disposed of in an appropriate manner or returned to the designated crockery return station; and

13.3.6 The lid cover of waste bins must be closed at all times, to maintain a clean and hygienic dining environment.

13.4 Toilet Cleaning

13.4.1 Toilet Cleaning shall mean to comprise cleaning and washing to all the following areas:

- a) Staff toilets;
- b) Student toilets; and
- c) Toilets used by public.

13.4.2 The functional requirements for Toilet Cleaning (including shower cubicles) shall comprise, without limitations, the following tasks: -

- a) Supply and replenish and ensure toiletries (such as toilet papers and liquid hand soap, etc.) are available at all times;
- b) Remove stubborn stains in sanitary wares and fittings such as hand wash basins, urinals, water closets, mirrors, cubical partitions, sinks, taps, wall and floor tiles in toilets;

- c) Provide sanitary bins to every female toilet cubicle; and
- d) Change the sanitary bins within the cubicles of the female and handicap toilets at least once a week or whenever the sanitary bins are full, whichever happens earlier;
- e) Check and report any damaged, missing and/or leaking toilet and sensor flush valves, taps, valves and the like;
- f) Check and maintain toilets to obtain a continual high standard of cleanliness throughout the day. Inspection shall be carried out by the cleaning Team Leader at least twice a day to ensure the Company's Quality Benchmark Performance Standards (as stated in Annex D5) is met. Inspection and cleaning records are to be kept by the Contractor and produced as and when required;
- g) Provide air fresheners to all staff toilets only. Check air-fresheners in the toilets are functioning at all times;
- h) Clean toilet wall tiles, mirrors, fittings with proper cleaning chemicals; and
- i) Keep the toilet floors clean and dry at all times.

Note: Female Washrooms

The female washrooms shall be inspected in the presence of a female Cleaner or a female staff approved by the Company where male Team Leaders are allocated to the Building. Male Cleaners are not allowed to clean female toilets without the prior approval of OPM.

13.5 Biannual Classroom Cleaning Services

13.5.1 Classroom Internal Cleaning shall mean to comprise cleaning and washing to internal of the classrooms only. The Contractor may use the existing Cleaners to carry out Classroom Internal Cleaning without compromising the cleaning standards of the rest of the Building.

13.5.2 The functional requirements for Classroom Internal Cleaning shall comprise, without limitations, the following tasks. The Contractor shall comply with the Proposed Operation Frequency for Cleaning as given in Annex D7.

- a) Check and clean all classrooms;
- b) Sweeping and cleaning of walls, floors and skirting;
- c) Mopping and washing of floors;
- d) Wipe clean all tables and chairs with a solution of water, detergents and disinfectants;
- e) Damp clean and remove dirty stains on whiteboards with a solution of water and detergent;

- f) Damp clean and remove dirty finger marks on wall areas with a solution of water and detergent; and
- g) Wipe cleaning of light fittings, fans, air-con diffusers, projectors, speakers, ceiling, signages, doors, and etc. features;

13.5.3 General Guidelines on Classroom Internal Cleaning

These include but are not limited to the following:

- a) Burnishing of floors (cement or vinyl floor) shall be done with an approved high-speed burnishing machine;
- b) Vacuuming shall be carried out to remove soil and other particles;
- c) Heavily soiled and stained carpets and upholsteries shall be spot-shampooed to remove all stubborn stains/patches before general shampooing takes place;
- d) When shampooing, hot water extraction/steam cleaning shall be used; and
- e) All movable tables and chairs and equipment removed to make way for Works to be carried out efficiently shall be moved back to their original positions after the Works.

13.5.4 All chemicals used shall be diluted according to manufacturer's instructions. The Contractor shall be liable for damages to the property arising from his or his employee's negligence.

14.0 Removal of Garbage

14.1 The Contractor shall be responsible for the removal of garbage from all areas mentioned above, including those in the Canteen and Café (Dining Areas), to the bin centre on a daily basis or as and when directed by the Company.

15.0 Switching off of Lights, etc.

15.1 The Contractor shall ensure that his Cleaners switch off all lights, air-con and turn off all water taps once their cleaning Works are completed.

16.0 Prevention of Mosquito/Pest Breeding, Water Stagnation, Littering and Pollution

16.1 The Contractor shall ensure that all necessary steps are taken to prevent mosquito / pest breeding, water stagnation, littering or pollution to the drainage system at the surrounding areas of the Building. If the Company discovers that the Contractor's Cleaner is responsible for mosquito/pest breeding, the Contractor shall pay for all summonses etc. issued by the authority.

17.0 Pandemic Event (Includes Epidemic)

17.1 This Contract shall include the following provision, in the event of a pandemic situation, as directed by the Company, the Contractor shall be responsible for the following:-

- a) Setting up a system to monitor Cleaners who are ill or suspected to be ill, including contacting Cleaners who are absent from work;
- b) Deployment of Cleaners to fulfil Cleaning Services due to absenteeism as specified in the Requirement Specification;
- c) Prepare demonstration, educational materials and guidance documents related to pandemic preparedness and response according to Ministry of Health(MOH)'s guidelines;
- d) Ensure all Cleaners with a direct role in emergency management and response are properly trained;
- e) Provide recommendations regarding cleaning procedures;
- f) Conduct chemical disinfection according to MOH's guidelines;
- g) Step up intensified cleaning and disinfecting of premises;
- h) Provide Personal Protective Equipment (PPE) to the Contractors' workers according to MOH's guidelines;
- i) Daily and intensified cleaning of surfaces with high frequency of human contact (e.g. arm rests, chairs, tables, door knobs, light and air controls, adjacent walls and windows), External Areas/Performance Venues/Carpark Floors and toilets surfaces, etc. with chemical disinfectants;
- j) Displaying hand washing posters in toilets; and
- k) Participate in emergency preparedness exercises as required by the Company (i.e. temperature-taking exercise, fire drill, lockdown drill etc.).

17.2 The environmental cleaning and disinfection process(es) shall be in accordance with MOH, NEA and other relevant authorities' guidelines. The Contractor shall mobilise its team within four (4) hours upon activation by the Company.

- a) Provide PPE to the Cleaners according to MOH and NEA guidelines;
- b) Conduct daily and intensified 2-hourly cleaning of frequently touched surfaces (e.g. tables, chairs, door handles, light and air controls, lift buttons, escalator handrails, reservation lockers) External Areas/Performance Venues/Carpark Floors and toilet surfaces etc. with approved chemical disinfectants; and
- c) Step-up and intensify cleaning/wipe down and disinfecting regime of the premises.

18.0 Housekeeping of the Building Spaces

- 18.1 The Contractor shall make provisions whereby at least four (4) of the on-site Cleaners would be required to assist the Building operations to carry out housekeeping duties, including shift loose furniture such as tables and chairs for the setting up of rooms for meetings and any major events, equivalent functions, or VIP visits. As such, the Contractor shall ensure that the deployed Cleaners are physically fit to fulfil the above required tasks.

19.0 External Building Glass/Window Façade Cleaning, Internal Building cleaning and cleaning and polishing for Escalators and Gantry Shelters

- 19.1 The Contractor shall provide all labour, tools, materials, transport, machinery, access equipment (e.g. aerial platform, scissor lift, scaffolding, gondola, industrial rope access, etc.) and all other equipment, accessories, licenses, necessary for the efficient execution of the External Building Glass/Window Façade Cleaning Services. The Contractor shall also provide documents including Works related risk assessment, workman compensation, public liability, work-at-height certifications, material safety data sheets and all other necessary documents in compliance to the Company's Requirements, prior to the commencement of Works. The job shall include but are not limited to:-

- a) The areas of External Building Façade Cleaning Services include walls, glass/window panels and glass panels below Level 5 main staircase (Opposite Level 5 Gantry) including Gantry Glass Panels;
- b) The areas of Internal Building include Multi-Purpose Hall and Dance studio B9-25 (Level 6 to Level 8, Multi-Purpose Hall) - entrance internal glass panels and windows and external glass panels and Level 9 (Dance Studio B9-25) - external glass panels;
- c) Level 7 Library (Level 7 to Level 9) - Internal glass panels and entrance of Level 7 and Level 8 external glass panels cleaning;
- d) Orchestral Rehearsal Studio A9-01 and Big dance studio A7-01 - Internal upper level window glass panels cleaning;
- e) Level 2 Concert Hall double-layered internal glass panels facing Rendezvous Hotel;
- f) Cleaning and stainless steel polishing of Escalators (Level 2, 3 and 5), Gantries and Gantry Shelters (Level 2 and Level 5);
- g) The Contractor shall remove common stains on all areas (carbon emissions, rain and wind staining, etc) with approved cleaning method whereby it will not damage the Building structure and installations;
- h) The Contractor must adhere strictly to all safety requirements and guidelines stipulated by the Workplace Safety and Health Act (WSHA) and the relevant authorities. In addition, the Contractor has to ensure a full time safety supervisor to be available on site at all times;
- i) The cleaning standard shall be determined by the Company and should the Company determine that the Cleaning Services carried out have delivered unsatisfactory results, the Contractor is required to re-do the areas;

- j) Provision of scaffolding, personal lift, rope access, crane where necessary to carry the Works;
- k) The Contractor shall also be responsible for taking all safety precautions to eliminate danger to the Company, the Contractor's own staff, other workers, the general public and property of others;
- l) The Contractor shall take note that all existing area damaged by him or his sub-contractor during the course of Works are to be made good at the Contractor's own cost. The Contractor shall also indemnify the Company any claim from the tenant for the damages to content/merchandise caused by him and/or his sub-contractors;
- m) The Contractor shall ensure adequate protection covers to the flooring and warning signages are in place during the course of Works. The Contractor shall be fully liable for all claims, damages and/or any incidental or consequential cost arising from the Works;
- n) The Contractor shall be solely responsible for any damage whatsoever caused to these surfaces if inappropriate chemicals / detergents had been used or due to negligence, and the Contractor shall repair / replace / make good such damages at his own costs to the satisfaction;
- o) Wash surfaces of glass window panels and cladding with fresh water using squeegee and/or water hose spray gun with nozzle to control its usage. For flushing with fresh water where public access will be affected, this is subject to the Company approval; and
- p) The Contractor should also take extra precaution and care to prevent any damages to all the plants within our landscape. Should there be any damages to the landscape due to the negligence of the Contractor, the Contractor shall be responsible for all the cost for replacement of the affected plants.

Part C – Cleaning Staff

20.0 Employment

- 20.1 The Contractor is required to study the site and employ the optimum number of skilled Cleaners to carry out, and complete the Works to the Performance Specifications and Standards in the Contract as stated in Annex D5, Quality Benchmark Performance Standards, and Annex D6, Monthly Key Performance Indicators.
- 20.2 The Contractor shall employ only physically fit persons of good character, integrity and normal behaviour and who are competent in performing Cleaning Services to the required standard and responsive to instructions. The Contractor shall then submit his/her name, address, age, sex, nationality, present position, years with the firm, qualification and experience, to the Company before he/she is allowed to enter the Building. Those with previous criminal records must be highlighted to the Company with information of the crime committed. The Company reserves the right to submit information to Singapore Police Force (SPF) for relevant security clearance and to request for the removal of a person who is deemed unsuitable to work in a school environment.

As and when requested by the Company, the Contractor shall submit the relevant documents (e.g. CPF statement, pay slip, etc.) to prove that the Cleaners are employed under the

Contractor's payroll. The Contractor shall keep the Company informed whenever there is a change of Cleaners or change in the particulars of Cleaners.

- 20.3 The Company reserves the right to request for more Cleaners to be provided by the Contractor for the proper execution of the Cleaning Services if they are not done satisfactorily (i.e. failing to continuously achieve the desired Quality Benchmark Performance Standards - see Annex D5) and the request shall be complied within one week at the Contractor's own cost. Failing this, the Company may engage any other contractors to carry out the Works and the Company shall be entitled to recover all costs incurred.
- 20.4 The Contractor may reduce the number of Cleaners stationed full time in the Building at any time during the Contract Period, subjected to prior approval of the Company. Such approval would be granted based on improved methods of cleaning and/or mechanisation without compromising the Company's Quality Benchmark Performance Standards as specified at Annex D5. For such reduction in number of Cleaners due to mechanisation, the Contract Sum payable to the Contractor would not be adjusted. However, if the level of cleaning Works are subsequently found to be unsatisfactory, the Company may, at its discretion, require the Contractor to increase his staff strength beyond that proposed by the Contractor, without additional cost to the Contract. The Contractor must ensure that the new Cleaners deployed to the Company also receive the same level of training as specified at point 31.0.
- 20.5 The Company shall have the liberty to object to and require the Contractor to remove forthwith from the Building any person employed by the Contractor who in the opinion of the Company has misbehaved himself/herself or is incompetent or negligent in the proper performance of his/her duties, or whose employment is otherwise considered by the Company to be undesirable. Such persons shall not be deployed in the Building for the duration of the Contract without the written permission of the Company. Any person re-deployed out of this Contract shall be replaced within twenty-four (24) hours by a substitute approved by the Company.
- 20.6 In the event of shortage of cleaning staff due to absenteeism/medical or annual leave, the Contractor shall take immediate steps to provide temporary replacement to make up the full complement as specified in the Contract, and such replacement must be presented before the Company not later than two (2) hours after the commencement of any shift. Failing this, the Company may engage Services of other cleaning contractors to supply the replacement Cleaning Staff and at prevailing market rates if other cleaning term contractors are unable to supply the required Cleaners. The Company shall be entitled to recover all costs incurred by the Company, including all relevant duties, taxes and administrative charges. The costs incurred shall be deducted from the Contractor's monthly progress claim.
- 20.7 The number of full-time Cleaners stationed at the Building once assigned to the Company shall not be replaced unless otherwise approved by the Company.
- 20.8 Besides the Supervisor, among the Cleaners stationed full time at the Building, the Contractor shall appoint experienced and competent Team Leaders for overseeing of the Cleaners in the Building so as to properly and effectively carry out the scope of Cleaning Services stated. The Supervisor and Team leaders shall be deemed to have the full authority of the Contractor and any instructions given to the Supervisor and Team Leaders by the Company, in respect of Cleaning Services in the Building he is responsible for, shall be deemed to be instructions given to the Contractor. The Team Leaders shall be assigned tasks that would allow him/her to spend about 50% of his/her time overseeing his/her team of Cleaners effectively.

- 20.9 The Team Leaders shall oversee all cleaning Works. They are responsible for and ensure that the Cleaners are punctual and that they perform the duties to the satisfaction of the Company. The Supervisor shall record the Cleaners' daily attendance and submit the Attendance Record to the Company when requested. Unless requested by the Company, the Attendance Record shall be kept in at the Building at all times.
- 20.10 Unless otherwise instructed, the Supervisor shall call at the Office of Property Management (OPM) every working day to receive instructions. Together with the Supervisor, Team Leaders shall also remain contactable at all times during Working Hours.
- 20.11 The Team Leaders shall carry out regular inspections, particularly the toilets of the area which they are responsible for, to ensure that the Building is well kept. The Company may as and when required, request for joint inspections with the Supervisor.
- 20.12 Failure to perform to the Standards according to Annex D5, Quality Benchmark Performance Standards, shall enable the Company to levy Liquidated Damages on the Contractor.
- 20.13 Without prejudice to the requirements mentioned in this Requirement Specifications, a minimum of two (2) Cleaners stationed at the Building must be multi-skilled to attend to the following routine Works:
- a) Flushing, scrubbing, and removal of algae from open drains, aprons, driveways, assembly area, etc., including lifting metal grating and Pre-cast slabs;
 - b) Checking and removal of empty receptacles, weeds, debris, etc. from roof top;
 - c) Flushing and cleaning of service trenches in Science laboratories including lifting metal grating and Pre-cast slabs;
 - d) Moving tables and chairs on ad-hoc basis within the Building;
 - e) Washing and cleaning of Canteen and Café queuing and Dining Areas as stated in Annex D7, Proposed Operation Frequency;
 - f) Using high pressure water jet machine;
 - g) Using automatic floor scrubbing machine; and
 - h) Any other cleaning assignments as stated in the Contract.
- 20.14 The Contractor shall submit, on a yearly basis, a fit declaration certificate issued by the Contractor's doctor, or by a government doctor (including doctors from approved public medical institutions) for the multi-skilled Cleaners mentioned in the above point 20.3.
- 20.15 The Contractor shall be required to provide his Cleaners with at least two (2) sets of clean uniforms, appropriate working shoes and name tags acceptable to the Company. The Contractor shall ensure that all his Cleaners wear their uniforms, shoes and name tags whilst working in the Building.
- 20.16 The Contractor shall issue a written employment Contract to all the Cleaners specifying their basic employment terms and ensure that they are in line with the Employment Laws.

- 20.17 The Contractor shall maintain a proper employees' attendance register and shall make it available to the Company for inspection at any time.
- 20.18 The Contractor must ensure that the Cleaners assigned to the Company are mentally and physically capable of doing the cleaning Works. The cleaning staff shall not smoke or consume alcohol within the Building.
- 20.19 The Contractor shall ensure that all his male Cleaners employed under this Contract do not sport long hair unless otherwise approved by the Company after the Contractor has submitted valid reasons to retain the Cleaner concerned. The Cleaner must tie up his hair neatly while working in the Building.

21.0 Contractor's Supervisor

- 21.1 The Contractor shall provide one (1) experienced and competent English-speaking full-time Supervisor who shall maintain contact with the Company or its representatives. The Supervisor shall be capable of receiving both verbal and written instructions in English during Working Hours. He / She shall maintain a system showing the scheduled work completed each day and such records shall be made available to the Company upon request. He / She shall also be responsible for the planning and execution of the planned/scheduled cleaning Works.
- 21.2 The Supervisor shall be trained in Quality Control and Work Skill Qualification (WSQ) Advanced Certificate or British Institute of Cleaning Science (BICS) or other recognised relevant organisation in the cleaning industry approved by the Company. He / She should have experience in the capacity of a Manager/Senior Supervisor in the cleaning industry for at least five (5) years.
- 21.3 Contractor's Supervisor shall also double up as Quality Controller and shall ensure that the proper conduct of the Cleaning Services and shall attend spot-checks conducted by the Company.
- 21.4 The Contractor's management staff and Supervisor shall attend a monthly meeting or any other meeting held between the Company and the Contractor to review the service standard achieved by the Contractor and to identify current major or recurrent problems encountered so as to improve the overall performance of the Contract.
- 21.5 The Contractor's Supervisor shall be equipped with a tablet (IPAD, Desktop or equivalent) with data subscription to enable him to reply to OPM's requests via email, to plan work schedules and submit monthly reports to OPM.
- 21.6 Within fourteen (14) days of award of the Contract, the Contractor shall submit the contact numbers of the Supervisor and three (3) other alternative officers whom the Company could contact in the event that the Supervisor fails to respond to the work requests/ instructions. For the avoidance of doubt, the roles of Supervisor and Team Leader shall be undertaken by separate personnel and shall not be held concurrently by the same individual.

22.0 Wage Books

- 22.1 The Contractor shall keep proper wage books and time sheets showing the wages paid to and the time worked by all the Cleaning Staff employed by him and his approved sub-contractors for the performance of this Contract and shall produce such wage books and time sheets on demand for inspection by the Company and shall furnish such information relating to the wages and conditions of employment of such Cleaners as may be required from time to time.

23.0 Nationality

- 23.1 Cleaning Staff employed by the Contractor to work in the Building may be Singaporeans, Permanent Residents of Singapore or foreigners holding valid work permits.
- 23.2 All foreigners holding work permit must be from traditional source based on the MOM's requirements.

24.0 Industrial Rates and Conditions

- 24.1 The Contractor and his approved sub-contractors shall recognise the freedom of all their staff to be members of Trade Unions.
- 24.2 If established industrial rates and conditions (as hereinafter defined) exist in the Republic of Singapore, the Contractor and his approved sub-contractors shall in respect of all staff employed by him and his approved sub-contractors for the performance of this Contract pay rates of wages and observe hours and conditions of employment not less favourable than such established industrial rates, hours and conditions of employment.
- 24.3 If no established rates and conditions exist in the Republic of Singapore the Contractor and his approved sub-contractors shall in respect of the said staff pay rates of wages and observe hours and conditions of employment not less favourable than the general rates of wages, hours and conditions observed by employers whose general circumstances in the trade or industry are similar to the trade engaged by the Contractor.
- 24.4 In this point "established industrial rates and conditions" means rates of wages and hours and conditions of employment established for the trade or industry concerned by agreement, negotiation or arbitration undertaken by organisations of the employers and trade unions representing respectively substantial proportion of the employers and workmen engaged in the said trade or industry.
- 24.5 The Contractor shall, if required, notify the Commissioner for Manpower of the names and addresses of all approved sub-contractors, if any.
- 24.6 In the event of any dispute or difference arising as to rates of wages to be paid or the conditions of employment to be observed in accordance with the Employment Contract, such dispute or difference shall, unless otherwise disposed of, be referred to the Commissioner for Labour for adjudication.

Part D – Equipment and Machinery**25.0 Cleaners and Contractor's Equipment (Including Materials)**

25.1 The Contractor shall supply all labours, vehicles, equipment, transport and all things necessary to perform the Services in accordance with the Contract. All Services carried out by the Contractor shall be in accordance with good housekeeping practice, relevant Acts and Regulation, relevant Codes of Practice and Standards and their subsequent revisions, manufacturer's recommendations, statutory requirements such as requirements of MOM, NEA (including SG Clean, Environmental Sanitisation Regime), etc. and to the reasonable satisfaction of the Company.

25.2 The Contractor shall provide each Cleaner with the following equipment and solutions but not limited to the items listed below for the proper execution of the Works. These are equipment and cleaning agents that each Cleaner must be equipped with at all times:

25.2.1 Equipment and cleaning agents for Toilet Cleaning:

- a) A portable janitorial caddy for containing toiletry equipment (where requested by the Company);
- b) 1 mop for mopping hard floor surfaces (used for toilet only);
- c) Water squeegee;
- d) Mop pail with mop wringer;
- e) Hard brush - long handle;
- f) Toilet bowl brush;
- g) Hard broom - long handle;
- h) Broom and dustpan;
- i) Towels - minimum size 40 cm x 60 cm;
- j) Microfibre Cleaning Cloths and leathers;
- k) Cobweb duster for dusting vertical surfaces and ceilings;
- l) Pieces of "green pad";
- m) 1 x 5 litres full bottle of disinfectant;
- n) 1 x 5 litres full bottle of toilet cleanser;
- o) 1 x 5 litres full bottle of glass liquid cleanser;
- p) 1 x 5 litres full bottle of general-purpose liquid cleaner;
- q) 1 full can of scouring powder;

- r) Plastic trash bags (thick) minimum 10 pieces;
- s) Disposal gloves;
- t) Tong for picking up large pieces of debris; and
- u) 1 approved safety floor sign with 2 sides - "Caution – Wet Floor" and "Toilet Cleaning in Progress".

25.2.2 Equipment and cleaning agents for External Cleaning

- a) A portable janitorial caddy for containing toiletry equipment (where requested by the Company);
- b) 1 mop for mopping hard floor surfaces (this should not be the same mop used in the toilet);
- c) 1 mop for mopping stage floor surfaces in venues (this should not be the same mop used in the toilet);
- d) Minimum 6 good condition dust mops at all times (for Multi-purpose Hall and Studios);
- e) Water squeegee;
- f) Mop pail with mop wringer;
- g) Hard brush - long handle;
- h) Hard broom - long handle;
- i) Broom and dustpan;
- j) Towels - minimum size 40 cm x 60 cm;
- k) Microfibre Cleaning Cloths and leathers;
- l) Cobweb duster for dusting vertical surfaces and ceilings;
- m) Pieces of "green pad";
- n) 1 x 5 litres full bottle of disinfectant;
- o) 1 x 5 litres full bottle of general-purpose liquid cleaner;
- p) 1 x 1 litres full bottle of glass liquid cleaner;
- q) 1 full can of scouring powder;
- r) Plastic trash bags (thick) minimum 10 pieces;

- s) Disposal gloves;
- t) Tong for picking up large pieces of debris; and
- u) 2 approved safety floor sign with 2 sides - "Caution – Wet Floor" and "Toilet Cleaning in Progress".

25.2.3 At all times, the Contractor shall equip the Building with, but not limited to, the following: -

- a) Personal Protection Equipment (PPE);
- b) rubber gloves;
- c) rubber boots;
- d) respiratory protection (disposable);
- e) goggles;
- f) A high-pressure water jet machine with adjustable pump pressure and capable of achieving 150 bar;
- g) 1 no. 2-meter ladder;
- h) 1 adjustable ladder capable of access to 2nd storey;
- i) 2 nos. 10-meter hose with spray/stop nozzle;
- j) 2 cleaner's trolley/cart;
- k) 2 Blower fans;
- l) 2 Wet and dry vacuum – 200L;
- m) 2 heavy duty trolley/cart for goods transportation; and
- n) Punch Card Machine / Time Card Recorder (inclusive of supply of attendance cards and holders) or any other attendance recording machines, subject to approval of the Company.

25.3 In the event that the Contractor is instructed by the Company to carry out Internal Cleaning, the Contractor shall equip each of his full-time stationed Cleaners for Internal Cleaning in the Building with additional, but not limited to the following:-

- a) 1 full spray can of telephone freshener;
- b) Litter bin/basket plastic bags - minimum 20 pieces; and
- c) Furniture polish.

Contractor's Equipment

- 25.4 At all times, the Contractor shall ensure the provision of all necessary cleaning equipment under this Contract, including but not limited to the following:-
- a) Automatic floor scrubbing machine (wheel mounted, walk-behind) with built-in water suction, scrubber, etc.;
 - b) Water pick-up machine; and
 - c) Mobile scaffolding capable of access for spring cleaning of Foyer, Performance Venues, Studios and Multi-Purpose Hall.
- 25.5 In the event that the Contractor is instructed by the Company to carry out Internal Cleaning Works, the Contractor shall be adequately equipped with additional items under this Contract, including but not limited to the following:-
- a) Burnishing machines; and
 - b) carpet shampoo machines etc.
- 25.6 The Contractor shall ensure the equipment is in good working condition and well maintained. The Company reserves the right to inspect the equipment.
- 25.7 The Contractor shall, at all times during the Contract Period, must provide the Company with the following materials, including but not limited to :-
- a) automatic battery operated air fresheners;
 - b) sanitary tablets for all urinals;
 - c) methylated spirit;
 - d) deodorant disc, disinfectant;
 - e) ladies sanitary towel disposal bins;
 - f) Toilet rolls;
 - g) Paper Hand towels for all Staff toilets;
 - h) Hand soap;
 - i) sufficient number of large and medium sizes garbage bags(black and white);
 - j) log book / inspection card to record daily inspections of toilets;
 - k) broom and dust pan set for all classrooms; and
 - l) mobile phone to Supervisor and each Team Leader. The Contractor shall bear the cost of acquiring the phone, subscriptions and all other related cost and expenses. The telephone numbers are to be given to the Company before work commencement.

- 25.8 The Contractor shall supply and replenish all consumable items such as deodorant discs, batteries and refills for air fresheners in Staff toilets and Venues dressing rooms at all times.
- 25.9 Prior to the commencement of Cleaning Services, the Contractor shall submit to the Company a list of materials to be used, including the types of battery-operated air fresheners or other approved air fresheners, sanitary bins, detergents, disinfectants, etc., necessary for the satisfactory execution of the Cleaning Services under this Contract.
- 25.10 Samples of such materials shall be submitted free of charge to the Company for approval forthwith within fourteen (14) days after notification of acceptance of the Tender. Any materials rejected by the Company shall be replaced by the Contractor immediately at the Contractors' own cost.
- 25.11 The Contractor shall keep sufficient stock of materials and goods for the cleaning Works at all times. The Contractor shall not be excused for any delay in the execution of the Cleaning Services due to the late delivery of the materials and goods by the supplier or any other cause.
- 25.12 The Contractor shall use appropriate equipment for carrying out of the Cleaning Services satisfactorily and shall ensure that all equipment etc., are in good working condition. Tools, machines, equipment etc., which in the opinion of the Company are not suitable for use, shall be removed from the Building and replaced immediately by the Contractor.
- 25.13 The Company shall not be responsible for any loss or damage to machines, tools, equipment or other properties belonging to or provided for the Cleaning Services by the Contractor, his agents or approved sub-contractors within the Building.
- 25.14 Air Fresheners
- a) The Contractor shall install new air-fresheners in all the toilets within two (2) weeks upon Commencement of the Contract. It is recommended to install battery-operated time-release air-fresheners in all the same toilets. If there is any downtime between the installation of the new air-fresheners and the existing ones, the Contractor shall provide a bottled or sackets air-fresheners for the temporary usage in the toilet.
 - b) The Contractor is required to maintain the automatic battery operated air fresheners in every Staff toilets, Level 1 Retail toilets, Level 2 Public toilets, Principal's office, all Venues' dressing rooms, Fire Command Centre, Green room, Gym and outside Level 9, B9-25/26 Twin Dance Studios in the Building.
 - c) The fragrance shall be maintained with consistent supply at all times. All costs related to the installation and daily operation of the air freshener shall be borne by the Contractor. Any damages caused to property as a result of the installation and daily operation of the air fresheners shall be made good by the Contractor.
 - d) If the Contractor fails to maintain an automatic battery operated air freshener in the Building, the Company shall proceed to install the same and all installation and daily running costs shall be borne by the Contractor.

- e) The type and location of the air fresheners shall be approved by the Company. Brochures or leaflets produced by the supplier of these air fresheners must be available. This is one of the prerequisites before the type of air fresheners can be approved. The Company is not responsible for the theft or vandalism/damage of these air fresheners.
- f) In the event that the Contractor has chosen to use any air-fresheners dispensers which requires drilled mounting on the walls, the Contractor shall remove these dispensers upon the end of the Contract and restore the affected walls to its original conditions before the mountings are done.

25.15 Sanitary tablets for urinals (For Male Toilets Only)

- a) Sanitary tablets capable of descaling and disinfecting the urinals shall be provided in all urinals in the Building.
- b) The tablets must be approved by the Company. Brochures or leaflets produced by the supplier of these tablets must be available. This is one of the prerequisites before the sanitary tablets can be approved.

25.16 Sanitary Towel disposal bins (For Female Toilets Only)

- a) The Contractor shall enter into Contract with a supplier to supply sanitary towel disposal bins in the Building. These bins shall be of the type with chemicals or bactericides to ensure that the contents of the bins are continually treated to eliminate germs and odours. A copy of the Contract shall be given to the Company before the commencement of the Contract.
- b) If the Contractor fails to supply these bins to any of the female toilets in the Building, the Company shall proceed to install the same and all installation and running costs shall be borne by the Contractor.
- c) The type and location of the sanitary bins shall be approved by the Company. Brochures or leaflets produced by the supplier of these bins must be made available before the type of bin may be approved. The Company is not responsible for the theft or vandalism / damage of these bins.

25.17 All Contractors' Equipment including materials and cleaning agents supplied to the Company shall be of the quality approved by the Company before bulk purchase is made. In the event that any Contractor's equipment and materials are found to be ineffective, unsuitable or unacceptable, the Company has the right to instruct the Contractor to change the materials or Contractor's Equipment, irrespective whether or not the materials or Contractor's Equipment have been approved by the Company earlier.

25.18 The list of Contractor's Equipment including materials and cleaning agents given in this point shall not be interpreted as being the complete list required from the Contractor. The Contractor shall supply such additional Contractor's Equipment and/or materials and cleaning agents as may be necessary for the proper and efficient execution of the Works.

25.19 The Company may also issue instructions requiring the Contractor to provide within the Building such other Contractor's Equipment and/or materials and cleaning agents, as the Company thinks necessary for the smooth and efficient operation of the Cleaning Services.

25.20 Failure to provide the item as mentioned above shall enable the Company to levy deduction Annex F, Liquidated Damages and Deductions for Non-Delivery and/or Non-Performance, on the Contractor.

25.21 Storage of materials and equipment

- a) The Company shall provide the Contractor with a store space free of charge in the Building, for the storage of toiletries, chemicals, apparatus and equipment, etc., for the execution of the cleaning Works. The location and size of the store space shall be at the sole discretion of the Company and the Company accepts no responsibility whatsoever for any loss, damage or destruction, etc., howsoever caused to any of the items stored therein.
- b) The Contractor shall keep his store space in a tidy condition at all times. The store space shall be restored to its original condition when it is returned to the Company. The Contractor shall ensure that his store space complies with all the Company's requirement.

25.22 Provision of First Aid Box

Within the Contract Period, the Contractor must provide one (1) First Aid Box in the Building for their Cleaners under their Contract. The Contractor needs to replenish and upkeep the First Aid supplies at all times. The contents of the First Aid Box shall be in accordance with the Workplace Safety and Health (First Aid) Regulations Standards.

26.0 Air-Pollution and Noise Control

26.1 Machines and equipment which emit smoke, fumes, or other noxious gases shall not be allowed to be used in the Building. The Company shall be at liberty to require the Contractor to take necessary safety precautions or to maintain or repair such plants and equipment or to order their removal from the Building.

26.2 The Company may require plant and equipment, which cause noise pollution to be fitted with such noise control devices as the Company may specify.

27.0 Punch Card Machine / Time Card Recorder

27.1 Within one (1) month from the date of Letter of Acceptance, the Contractor shall supply, install and maintain a Punch Card Machine / Time Card Recorder and all necessary facilities to facilitate the recording of Cleaners' attendance at the Building and pay all costs, charges and fees in connection therewith with the operation of the system.

27.2 The Punch Card Machine / Time Card Recorder shall comply with the following requirements:

- a) Punch Card Machine / Time Card Recorder Requirement
 - i. Punch Card Machine / Time Card Recorder (Contractor to submit the detailed technical specification for the Company's approval prior to installation); and
 - ii. Attendance card for each Cleaner.

b) Operation Requirement

The Contractor shall maintain daily attendance by using the Punch Card Machine / Recorder card for the Company to check the daily attendance including "roll calls" of his Cleaners when required.

c) Users' Information

The Punch Card Machine / Recorders' Time Card shall have the below detail

- i. User's Name;
- ii. User's NRIC No or Work Permit No;
- iii. Company's Name;
- iv. Work permit issued date;
- v. Work permit expiry date;
- vi. Date / Month; and
- vii. Name of School.

27.3 Punch Card Machine / Time Card Recorder Failure Backup

The Contractor shall engage the Supplier / Manufacturer's agent to provide the necessary maintenance to the Punch Card Machine / Time Card Recorder during the period so required by the Company. In the event that the Punch Card Machine / Time Card Recorder fail, the Contractor shall make immediate replacement to the defective Punch Card Machine / Time Card Recorder.

27.4 Upon expiry of the Contract, the Contractor shall remove the Punch Card Machine / Time Card Recorder from the Building and make good any damaged areas. The Company reserves the right to retrieve all information captured over the Contract Period.

Part E - Quality and Training**28.0 Quality Management Programme**

28.1 The Contractor shall implement the Quality Management Programme throughout the Contract Period.

28.2 The Contractor shall from time to time update the Company with the information required in point 28.1.

28.3 The Company reserves the right to review, modify, amend and expand the programmes stated in point 28.1.

29.0 Performance Requirements

- 29.1 Annex D5 is the Company's Quality Benchmark Performance Standards for the Building.
- 29.2 The Contractor shall be required to meet the requirements specified in Annex D5, Quality Benchmark Performance Standards. Joint inspections by the Company and the Contractor shall be carried out at such a frequency as the Company determines. At these inspections, the Company shall determine if the performance requirements have been achieved. Failure to achieve the required performance requirements will result in deduction being imposed on the Contractor.
- 29.3 At the end of each week, the Contractor shall provide a detailed report of the cleaning and inspections carried out for the Company.
- 29.4 Monthly Performance Reports shall be submitted to the Company within fourteen (14) days of the following month.
- 29.5 The Company's minimum Quality Benchmark Performance Standards for the various cleaning areas are set out in Annex D5. The following general guidelines shall apply in assessing the cleaning standards achieved by the Contractor.

If inspection is not carried out immediately after cleaning, where there is possibility of re-pollution having taken place:		
Contaminants	Below Standard Deduction to be imposed	Acceptable Standard No deduction to be imposed
(a) Stains and finger marks on horizontal surfaces	If the stains or finger mark: i. is not removed, not so well defined and has been smeared out. ii. is still clearly present, showing well defined borders, BUT covered with a thin layer of dust.	If the stains or finger mark is still clearly present, showing well-defined borders.
(b) Stains and finger marks on vertical surfaces	If a stain or finger mark is still clearly present and is covered with a deposit, such as nicotine, grease or other environmental deposits.	Same as above
(c) Dust	If a continuous layer of dust is present on a cleaning area.	If dust particles are randomly present on a cleaning area that is daily cleaned. If light deposit of dust is present on a cleaning area that is cleaned only once a week or more. This especially applies for skirting, edges, wall, sills, and decorations.

(d) Dust and stain	If the cleaning is daily and the cleaning area is found to have covered with dust and stain.	The cleaning area should be free from dust and stain. If the cleaning is weekly or longer, some light pollution on the cleaning area is acceptable.
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29.6 Any amount of deduction for non-delivery and cleaning below standard shall be based on Annex F, Liquidated Damages and Deductions for Non-Delivery and/or Non-Performance. The deductible amount shall be adjusted against the Contractor's Progress Payments.

30.0 Continuous Failure to Achieve the Quality Benchmark Performance Assessment

30.1 If the Contractor fails to achieve the specified Performance Requirements at any of the locations for three (3) consecutive days, the Company may at his sole discretion, after giving the Contractor written notice, engage any other contractors to carry out the Works.

30.2 No claims shall be entertained if the frequency for cleaning is increased or decreased as directed. Failure to complete each task according to the satisfaction of the Company will enable the Company to impose the corresponding deduction in Annex F, Liquidated Damages and Deductions for Non-Delivery and/or Non-Performance, on the Contractor.

30.3 The imposition of these deductions on the Contractor shall in no way, absolve the Contractor of his responsibility to complete the cleaning Works. The Contractor is still required to complete the cleaning Works to the satisfaction of the Company within one (1) day of the imposition of deduction on the Contractor, failing which the same deduction will be imposed on the Contractor again, the next day. This process of imposing deduction shall continue until the cleaning Works is completed to the satisfaction of the Company.

31.0 Training

31.1 To establish performance standards and enhanced job competencies, all Team Leaders and Cleaners supplied by the Contractor shall be Workforce Skills Qualification (WSQ) trained within six (6) months from the commencement of the Contract. All the Cleaning Staff shall be trained to acquire Skills through appropriate modules relevant to their job assignment and deployment according to the following requirements:

Training Required

- a) All Cleaners Certified Cleaning Crew
- b) All Team Leaders and Supervisors Higher Certification

31.2 The Company reserves the right to update this requirement moving forward when the WSQ Cleaning framework is implemented.

31.3 Any Supervisor, Team Leaders and Cleaners who are newly employed shall be WSQ trained and certified as required in point 31.1 within six (6) months of his employment. The WSQ training and certification for newly employed Team Leaders and Cleaners shall be initiated not later than 4th month of the deployment.

31.4 The Contractor shall ensure that appropriate training is given to all workers, including part-time and relief workers.

- 31.5 In addition to WSQ training spelt out in point 31.1 above, the Contractor shall submit to the Company details of their in-house training programmes, course syllabus, contents, etc. in customer-care, quality service and communication skills, together with the Tender submission.
- 31.6 The Contractor is required to conduct a refresher course for all his Team Leaders and Cleaners every year. The course programme shall be approved by the Company and all cost incurred shall be borne by the Contractor. The refresher course shall be conducted on the 4th month for the 2nd and 3rd year of the Contract. A schedule for such training shall be submitted one month before commencement of the refresher course.
- 31.7 Should the Contractor fail to comply with the above paragraph 31.1, Liquidated Damages shall be imposed on the Contractor as specified in Annex F, Liquidated Damages and Deductions for Non-Delivery and/or Non-Performance.

32.0 Employment Laws

- 32.1 From time to time, the Company reserves the right to request the Contractor to arrange for a mass briefing with relevant Authorities for all Cleaners to be aware of the current Employment Laws.

Annex D2 :
AREAS COVERED UNDER
CLEANING SERVICES

AREAS COVERED UNDER CLEANING SERVICES

1. Summary of Overall Cleaning Services Areas

<u>Floor level</u>	<u>Area</u>
1.1) External Area / Performance Venues / Carpark	
Total Cleaning Service Area – Level 1	3,721 m ²
Total Cleaning Service Area – Level 2	6,608 m ²
Total Cleaning Service Area – Level 3	2,040 m ²
Total for 1.1)	12,369 m ²
1.2) School Teaching and Learning Areas	
Total Cleaning Service Area – Level 5	4,385 m ²
Total Cleaning Service Area – Level 6	4,287 m ²
Total Cleaning Service Area – Level 7	3,675 m ²
Total Cleaning Service Area – Level 8	2,050 m ²
Total Cleaning Service Area – Level 9	3,020 m ²
Total Cleaning Service Area – Level 10	3,962 m ²
Total Cleaning Area – Rooftop Field, fitness area and lift lobby	3,857 m ²
Total for 1.2)	25,236m ²
Total Cleaning Service Area for Classrooms – Level 5 to Level 10	4,120 m ²
Total Cleaning Services Areas 1.1) + 1.2) + All Classrooms	41,725 m ²
1.3) External Glass/Window Building Façade Cleaning, Internal Building High-Level Areas from Level 5 to Level 10, and Cleaning and Polishing for Escalators and Gantry Shelters	
North Plaza	400 m ²
South Plaza	100 m ²
East Plaza	450 m ²
West Plaza	1,350 m ²
Concert Hall	40 m ²
Glass panels below level 5 main staircase (Opposite Level 5 Gantry) including Gantry Glass Panels	70 m ²
Multi-Purpose Hall entrance external glass panels / windows to external glass panels to Level 9	340 m ²
Library Internal glass panels and entrance of Level 7 and Level 8 external glass panels cleaning	680 m ²
Orchestral Rehearsal Studio	60 m ²
Big Dance Studio	60 m ²
Gantries and Gantry Shelters Level 2 and Level 5	510 m ²
Escalators Level 2, Level 3 and Level 5	310 m ²
Total for 1.3)	4,370 m ²

<u>Description of Facility</u>	
Level 4 (Mechanical and Electrical Plant Deck)	<ul style="list-style-type: none"> • Common areas
Toilets	Total 661 sanitary fittings
Lifts	<ul style="list-style-type: none"> • 1 no. passenger lift (PL-1) serving all floors (i.e. Level 1 to Level 10 and Rooftop) • 1 no. firemen lift (FL-1) serving all floors • 1 no. goods lift (GL-1) serving all floors
Escalators	<ul style="list-style-type: none"> • 2 nos. (E1 and E2) serving Level 2 and Level 3 • 2 nos. (E3 and E4) serving Level 3 to Level 5
Staircases	<p><u>Emergency Exit Staircases:</u></p> <ul style="list-style-type: none"> • 2 no. (staircase 11 and 12) (Level 1 through to Level 2) • 8 nos. (staircase 1 to 8) (Level 2 through to Building Rooftop) • 2 nos. (staircase 9 and 10) (Level 3 through to Building Rooftop) • 1 no. (staircase 13) (level 4 through to level 1) <p><u>Inter-floor staircases</u></p> <ul style="list-style-type: none"> • 3 nos. straight run staircases – one number each at West Plaza, East Plaza and Prinsep Street entrance (Level 1 to Level 2) • 1 no. straight run staircase (Level 2 to Level 3) • 1 no. spiral staircase (Level 6 through to Level 10) • 2 nos. straight run staircases (Level 5 to Level 6) • 2 no. straight run staircase (Level 6 to Level 7) • 1 nos. straight run staircase (Level 7 to Level 8) • 2 no. straight run staircases (Level 8 to Level 9) • 1 nos. straight run staircases (Level 9 to Level 10) • 2 nos. straight run staircases (Level 10 to Rooftop)

Note:

The areas stated are approximate and subject to verification on site.

2. Breakdown of Areas

2.1 External Area / Performance Venues / Car park (Level 1 to Level 3)

Description of Facility	Area (Approximate)
Level 1	
Carpark and Driveway	3,200 m ²
Covered Public Walkway	381 m ²
Retail Back Lobby	140 m ²
Total Cleaning Service Area – Level 1	3,721 m²
Level 2	
Concert Hall	1,713 m ²
Drama Theatre	1,290 m ²
Exhibition Gallery	486 m ²
Covered Public Walkway and Pre-Function Foyers	1,056 m ²
Fire Command Centre	86 m ²
Front of House (FOH) Room (Staff Changing Room)	25 m ²
Open West Plaza	1,098 m ²
Open East Plaza	167 m ²
Open North Plaza Driveway	453 m ²
Loading / Unloading Bay	224 m ²
Refuse Bin Centre	10 m ²
Total Cleaning Service Area – Level 2	6,608 m²
Level 3	
Studio Theatre	1,534 m ²
Pre-Function Foyer and Public Walkway	396 m ²
Green Room	110 m ²
Total Cleaning Service Area – Level 3	2,040 m²
Toilets (total Level 1, Level 2 and Level 3)	<ul style="list-style-type: none"> • 7 nos. Male • 7 nos. Female • 7 Handicapped

2.2 School Teaching and Learning Areas (Level 5 to Level 10 and Rooftop)

Description of Facility	Quantity	Area (Approximate)
Level 5		
Assembly Area and Canteen Dining Area only	1 no.	794 m ²
School Management, Administration Office and meeting rooms	1 lot	1024 m ²
Theatre - Theatre Studios	2 nos.	243 m ²
Visual Arts - Sculpture Studios	1 no.	168 m ²
Gym	1 no.	171 m ²
Other common areas (passageway, foyer, study corners etc.)	1 lot	1,985 m ²
Total Cleaning Service Area – Level 5		4,385 m²
Level 6		
Multi-Purpose Hall (including stage area)	1 no.	1,370 m ²
Lecture Theatre	1 no.	305 m ²
Teaching Staff Office and Meeting Rooms	1 no.	888 m ²
Dance - Dance Studio	1 no.	170 m ²
Theatre - Theatre Studio	1 no.	170 m ²
Visual Arts - Sculpture Workshop	1 no.	190 m ²
Visual Arts - Drawing and Painting Studios	2 nos.	171 m ²
Furniture store and EXE store	2 nos	89 m ²
Other common areas (passageway, foyer, study corners etc.)	1 lot	934 m ²
Total Cleaning Service Area – Level 6		4,287 m²

2.2 School Teaching and Learning Areas (Level 5 to Level 10 and Rooftop) (Continued)

Description of Facility	Quantity	Area (Approximate)
Level 7		
Library - Reading Area and Teaching Resource Centre including Red Spot, Librarians' Office and Counter	1 lot	1,298 m ²
Dance - Dance Studio (Big Dance Studio)	1 no.	322 m ²
Dance - Body conditioning Room	1 no.	65 m ²
Music - Music Teaching Rooms	3 nos.	257 m ²
Music - Electronic Music Lab	1 no.	86 m ²
Music - Electronic Music Studio	1 no.	43 m ²
Theatre - Theatre Studio	1 no.	170 m ²
Visual Arts - Ceramic Workshop (including office, Glazing Room, Kiln Room and Drying Room)	1 no.	180 m ²
Visual Arts - Ceramics Room	1 no.	133 m ²
Visual Arts - Design Studio	2 nos.	171 m ²
Discussion classrooms	3 nos	129 m ²
ECG Room 1 and Counselling room 2	2 nos.	43 m ²
Other common areas (passageway, foyer, study corners etc.)	1 lot	778 m ²
Total Cleaning Service Area – Level 7		3,675 m²
Level 8		
Library - Discussion Rooms and ATL (Approaches To Learning)	1 lot	612 m ²
Dance - Dance Studio	1 no.	86 m ²
Theatre - Theatre Studio	1 no.	170 m ²
Visual Arts - Metal Workshop (Including Dark Room)	1 no.	190 m ²
Visual Arts - IBCP Studio	1 no.	133 m ²
Other common areas (passage way, foyer, study corners etc.)	1 lot	859 m ²
Total Cleaning Service Area – Level 8		2,050 m²
Level 9		

Description of Facility	Quantity	Area (Approximate)
Dance - Changing room	1 no.	41 m ²
Dance - Dance Studios	2 nos.	498 m ²
Dance - Dance Studios	1 no	165 m ²
Music - Orchestral Rehearsal Studio	1 no.	458 m ²
Music - Music Studio	1 no.	133 m ²
Music - Ensemble Practice Rooms	9 nos.	234 m ²
Music - Music Practice Rooms	9 nos.	143 m ²
Theatre - Theatre Studios	1 no.	170 m ²
Mini Lecture Theatre	1 no.	86 m ²
Other common areas (passage way, foyer, study corners etc.)	1 lot	1,092 m ²
Total Cleaning Service Area – Level 9		3,020 m²
Level 10		
Media Education - Computer Studios	2 no.	172 m ²
IB Studio	2 nos.	172 m ²
Media Education - Media Arts Studio	1 no.	86 m ²
Film Room	1 no.	85 m ²
Science - Biology Laboratory (including Preparation Room)	2 nos.	300 m ²
Science - Chemistry Laboratory (including Preparation Room)	2 nos.	300 m ²
Science - Physics Laboratory (including Preparation Room)	2 nos.	300 m ²
Theatre - Theatre Studio	1 no.	133 m ²
LA Studio	2 nos.	339 m ²
Accompanist Room and Film Store	2 nos.	172 m ²
Visual Arts - Painting Studio	3 no.	258 m ²
Other common areas (passageway, foyer, study corners etc.)	1 lot	1,645 m ²
Total Cleaning Service Area – Level 10		3,962 m²

2.2.1 Toilets (total Level 5 to Level 10)

Description of Facility	Quantity
Toilets (total Level 5 to Level 10)	<ul style="list-style-type: none"> • 1 no. Handicapped (for Male staff use) • 1 no. Handicapped (for Female staff use) • 1 no. Male (staff, with shower) • 1 no. Female (staff, with shower) • 15 nos. Male (student) • 15 nos. Female (student) • 8 nos. Male (student, with showers) • 8 nos. Female (student, with showers)

2.2.2 Classroom Internal Cleaning Services (Spring Cleaning of Classrooms)

Level 5 to Level 10	Quantity	Space Area (Approximate)
Level 5 Classrooms	6 nos.	520 m ²
Level 6 Classrooms	7 nos.	600 m ²
Level 7 Classrooms	4 nos.	343 m ²
Level 8 Classrooms	15 nos.	1,285 m ²
Level 9 Classrooms	16 nos.	1,372 m ²
Total Cleaning Service Areas - Classrooms	48 nos.	4,120 m ²

(Note: Under the base Cleaning Services Contract, the cleaning Contractor is required to clear rubbish from waste bins of each classroom daily.)

For Reference Only:

School Gross Floor Area (GFA)	The GFA for the whole school is about 52,100 m ² . However, Tenderer shall note that it is not all areas of school would be included in the scope of services in Base Contract. Tenderer shall refer to the tables indicated for the areas involved in the base scope of services.
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2.3 External Glass/Window Building Façade Cleaning, Internal Building High-Level Areas from Level 5 to Level 10, and Cleaning and Polishing for Escalators and Gantry Shelters

Description of Facility	Quantity	Area (Approximate)
External Glass / Window Building Facade		
North Plaza	1 lot	400 m ²
South Plaza	1 lot	100 m ²
East Plaza	1 lot	450 m ²
West Plaza	1 lot	1,350 m ²
Total Cleaning Service Area – External Facade		2,300 m²
Internal building high-level areas		
Glass panels below level 5 main staircase (Opposite Level 5 Gantry) including Gantry Glass Panels	1 lot	70 m ²
Multi-Purpose Hall entrance external glass panels / windows to external glass panels to Level 9	1 lot	340 m ²
Library Internal glass panels and entrance of Level 7 and Level 8 external glass panels cleaning	1 lot	680 m ²
Orchestral Rehearsal Studio	1 lot	60 m ²
Big Dance Studio	1 lot	60 m ²
Concert Hall	1 lot	40 m ²
Total Cleaning Service Area – Internal building high-level areas		1,250 m²
Escalators (Level 2, Level 3 and Level 5), Gantries and Gantry Shelters (Level 2 and Level 5)		
Gantries and Gantry Shelters Level 2 and Level 5	1 lot	510 m ²
Escalators Level 2, Level 3 and Level 5	1 lot	310 m ²
Total Cleaning Service Area – Escalators and Gantries and Gantry Shelters		820 m²

Note:

The areas stated are approximate and subject to verification on site.

Annex D3 :
MINIMUM NUMBER OF MANPOWER

MINIMUM NUMBER OF MANPOWER**1. Contractor Proposed List of Full-Time Cleaning Services Staff to be Deployed [PLEASE FILL UP ALL FIELDS ON THIS PAGE]**

S/N	Working Hours	Area(s) of Deployment (not limited to)	Manpower Deployment		
			Supervisor	Team Leaders	Cleaners
1.1a	*Shift A1: Mondays to Saturdays (Including Eve of Public Holidays) Morning Shift: 6.30 am to 3.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)			
1.1b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)			
1.2a	*Shift A2: Sundays and Public Holidays Morning Shift: 6.30 am to 3.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)			
1.2b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)			
1.3a	*Shift B1: Mondays to Saturdays (Including Eve of Public Holidays) Evening Shift: 2.30 pm to 11.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)			
1.3b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)			
1.4a	*Shift B2: Sundays and Public Holidays Evening Shift: 2.30 pm to 11.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)			
1.4b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)			

2. Company Guideline (minimum required staff) for the List of Full-Time Cleaning Services Staff to be stationed at the school are as follows:

S/N	Working Hours	Area(s) of Deployment (not limited to)	Manpower Deployment		
			Supervisor	Team Leaders	Cleaners
2.1a	*Shift A1: Mondays to Saturdays (Including Eve of Public Holidays) Morning Shift: 6.30 am to 3.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)	1	1	8
2.1b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)	Include as above	Include as above	3
2.2a	*Shift A2: Sundays and Public Holidays Morning Shift: 6.30 am to 3.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)	1	0	2
2.2b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)	Include as above	0	Include as above
2.3a	*Shift B1: Mondays to Saturdays (Including Eve of Public Holidays) Evening Shift: 2.30 pm to 11.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)	1	1	3
2.3b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)	Include as above	Include as above	3
2.4a	*Shift B2: Sundays and Public Holidays Evening Shift: 2.30 pm to 11.00 pm	School Teaching and Learning Areas (Level 5 to Level 10, and Rooftop)	1	0	3
2.4b		External Areas / Performance Venues/Carpark (Level 1 to Level 3)	Include as above	0	Include as above

3. Note

- 3.1. Operating Hours:
 - a) Teaching and Learning Areas (Level 5 to Level 10, and Rooftop) from Mondays to Fridays, 6.30am to 6.00pm
 - b) External Areas/Performance Venues/Carpark Floors (Level 1 to Level 3), from Mondays to Sundays, 6.30am to 11.00pm
- 3.2. Off-Peak Hours:
 - a) Monday to Friday: Before 6:30 a.m. and after 6:00 p.m.
 - b) Saturday, Sunday, and Public Holidays: Entire day (unless otherwise specified)
- 3.3. *May be cross deployed to various levels as and when necessary
- 3.4. The Contractor may deploy the existing Cleaners to carry out the biannual cleaning and Level 4 periodic cleaning, provided that the overall cleaning standards and service levels for the rest of the Building are not compromised.

4. General Note

- 4.1 The number of personnel indicated above is the minimum number of manpower to fulfill the required daily attendance. Any shortfall will incur liquidated damages. The Contractor can propose the number of manpower that is required to provide the level of service as specified under this Contract but not less than the above required. **Where the proposed manpower proved to be insufficient to enable the Contractor to provide the level of service required, the Company shall reserve the right to instruct the Contractor to provide additional manpower to enable him to provide such level of service.** The cost of provision of such additional manpower shall be deemed to be included in the Contract Sum, and any claims for extra costs will not be entertained by the Company.

For easy identification of actual number of staffs at site, the Contractor shall provide uniforms approved by the Company and identification pass / name tag (with photograph) to his personnel and ensure that they wear them at all times during Working Hours.

Annex D4 :
MINIMUM QUALITY STANDARDS

MINIMUM QUALITY STANDARDS

The cleaning Contractor must strive to create a hygienic, tidy and hospitable environment for all occupants. This is the bare minimum standard set out by the Company, notwithstanding, the Contractor must ensure that basic cleaning duties must be fulfilled.

A) EXTERNAL AREAS

Inventory	Cleaning Areas	Minimum Quality Standards
Level 1		
<ul style="list-style-type: none"> Covered and Open Public Walkway 	<ul style="list-style-type: none"> Cement and Tile Floor 	<ul style="list-style-type: none"> Free from dry leaves, sand, litter, permanent footmarks, mud stains, other stains, debris. Dry, except during and immediately after rain.
<ul style="list-style-type: none"> East / West Plaza 	<ul style="list-style-type: none"> Step Surfaces 	<ul style="list-style-type: none"> Free from dry leaves, sand, litter, permanent footmarks, mud stains, other stains, debris. Dry, except during and immediately after rain.
	<ul style="list-style-type: none"> Stainless Steel Railings 	<ul style="list-style-type: none"> Free from dust and stains.
	<ul style="list-style-type: none"> Landscape area 	<ul style="list-style-type: none"> Free from litter. Free from non-organic debris.
Level 2		
<ul style="list-style-type: none"> North Plaza 	<ul style="list-style-type: none"> Water feature 	<ul style="list-style-type: none"> Water to be free from floating rubbish, floating leaves and chokes.
	<ul style="list-style-type: none"> Driveway 	<ul style="list-style-type: none"> Free from litter, spills, oil patches and stains. Dry, except during and immediately after rain.
	<ul style="list-style-type: none"> Emulsion Painted Wall Surfaces 	<ul style="list-style-type: none"> Free from marks, oil patches and stains.
<ul style="list-style-type: none"> Loading and Unloading Bay 	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Floor shall be dry. Free from dry leaves, loose litter, sand, oil patches or chemical residues, discarded articles, stains and empty receptacles.
<ul style="list-style-type: none"> Refuse Bin Centre 	<ul style="list-style-type: none"> Floor / Wall / Ceiling 	<ul style="list-style-type: none"> Free from foul smell. Free from waste. Free from stains. Free from cobweb and containments. Free from external stains on bulk bins. Free from ants, flies, maggots and etc. Free from chokes at floor traps. Conserve water usage and report any water leakage.
Level 3		
<ul style="list-style-type: none"> Rock Climbing Wall Area 	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Free from litter, dry leaves, spills or stains. Dry, except during and immediately after rain.

A) EXTERNAL AREAS (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
Rooftop		
<ul style="list-style-type: none"> Garden 	<ul style="list-style-type: none"> Gardens, Cooling Tower, benches/surfaces and planter boxes. 	<ul style="list-style-type: none"> Free from litter. Free from non-horticultural debris. Free from litter, discarded articles, dry leaves, branches and debris. Free from weeds for the whole area less plant boxes.
<ul style="list-style-type: none"> Water Drains 	<ul style="list-style-type: none"> Surface and storm water drain inlets and outlets 	<ul style="list-style-type: none"> Free from sand, soil, silt, geological growth (e.g. algae, mould, fungus, etc.), litter, debris and chokes.
	<ul style="list-style-type: none"> Gullies, Floor Traps and Grating 	<ul style="list-style-type: none"> No geological growth (e.g. algae, mould, fungus, etc.) No missing / open / broken covers.
<ul style="list-style-type: none"> Litter / Waste Recycle Bins 		<ul style="list-style-type: none"> Bins lined with plastic bag. Less than ½ filled with refuse. (Note: When there is food waste in the bin, food waste shall not left overnight.) Free from foul smell No external stains Free from ants, flies, maggots and etc. at the bins.

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> Circulation Area, Foyer, Corridors and Sky Terraces and Gardens 	<ul style="list-style-type: none"> Security Counters 	<ul style="list-style-type: none"> Free from dust and stains at counters.
	<ul style="list-style-type: none"> Planter boxes 	<ul style="list-style-type: none"> Free from litter. Free from non-horticultural debris.
	<ul style="list-style-type: none"> Water Coolers 	<ul style="list-style-type: none"> Free from stains and no particles accumulated at the draining pan.
	<ul style="list-style-type: none"> Directory, information signs, graphs and features 	<ul style="list-style-type: none"> Free from dust and stains.
	<ul style="list-style-type: none"> Furniture (foyer sofa, swing, benches, tables and chairs, etc.) 	<ul style="list-style-type: none"> Free from dust and stains. Must be dry at all times.
	<ul style="list-style-type: none"> Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels and break glass 	<ul style="list-style-type: none"> Free from dust and stains.
	<ul style="list-style-type: none"> Doors, vents, windows, doors, shutters, grilles 	<ul style="list-style-type: none"> Surfaces located within 3.5 metre from floor level free from accumulated dust, stains, water marks, insect nests, dirt, finger marks, cobweb, dead insects and pollutants. Items which are broken or loose, shall have been reported to the Company.
	<ul style="list-style-type: none"> Hand rail and railings 	<ul style="list-style-type: none"> Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> Wall 	<ul style="list-style-type: none"> Free of heavy dust and stains.
	<ul style="list-style-type: none"> Ceiling Surface 	<ul style="list-style-type: none"> Free from cobwebs and contaminants.
<ul style="list-style-type: none"> Litter Bins 	<ul style="list-style-type: none"> Bins lined with plastic bag. Less than ½ filled with refuse. Bins must be cleared at least 3 times daily or as and when required. (only applies to Level 2 and Level 3 Foyer) Free from foul smell. No external stains. Free from ants, flies, maggots and etc at the bins. 	

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Toilets 	<ul style="list-style-type: none"> • Floor 	<ul style="list-style-type: none"> • Free from foul smell and stains. • Floor shall be dry. • Free from dust and stains especially between floor and wall.
	<ul style="list-style-type: none"> • Wall and partition 	<ul style="list-style-type: none"> • Free from foul smell, stains and moulds. • Frame in which the partition is mounted, the lines of attachment between the partition and its frame shall be dry and free of dust, dirt and stains.
	<ul style="list-style-type: none"> • Surfaces of door, its handles and frame 	<ul style="list-style-type: none"> • Door surface and handle are free from dust, stains and streaks. • Stain or debris shall not be visible. • Door defects are prior reported to the Company.
	<ul style="list-style-type: none"> • Mirror 	<ul style="list-style-type: none"> • Free from stains, water marks and streaks.
	<ul style="list-style-type: none"> • Sanitary fittings 	<ul style="list-style-type: none"> • Free from dust and stains. • Water leakage are reported to the Company.
	<ul style="list-style-type: none"> • Switches / power point / signage / light fittings / fans / ventilation ducts and grilles 	<ul style="list-style-type: none"> • Free of dust and stains.
	<ul style="list-style-type: none"> • Vanity Top • Stainless Steel Sink 	<ul style="list-style-type: none"> • Free from stains, chokes and dirt on the sieve in the drain. • No hair, debris, etc. on the sieve in the drain hole. • Drainpipe shall be free from dirt and stain. • The inside of the sink is cleaned to remove sediments.
	<ul style="list-style-type: none"> • Hand dryers 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Toilet bowls and toilet seats (including handicap bars) 	<ul style="list-style-type: none"> • Free from stains, smell, choke, footprint, sediment and dirt, including the attachment of the seat to the toilet bowl, where the drain pipe leaves the bowl and the base of the bowl with its fixing screws, hinges and fixing parts. • The seat shall be dry. • Both upper and lower side shall be free of dust and stains.
<ul style="list-style-type: none"> • Urinals 	<ul style="list-style-type: none"> • Free from smell, dirt, chokes, stains and sediments. • Shall have sanitary tablets. • Outside of the urinal shall be free of dust and stains. 	

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Toilets (Continued) 	<ul style="list-style-type: none"> • Flushing Plates and Buttons 	<ul style="list-style-type: none"> • Free from dirt and stains to handles of the flushing device, low mounted cistern and the connection of the flush pipe at the toilet bowl or urinal. • High mounted cistern must look clean. • Defects with handles and cistern, or water overflow are reported to the Company.
	<ul style="list-style-type: none"> • Toilet paper dispenser, paper holder, soap dispenser and air fresheners. 	<ul style="list-style-type: none"> • Free from dirt and stains. • Air freshener dispenser be sufficiently filled and do not run out. • All toilet paper rolls are not less than 20%. • All soap dispensers are not less than 20% filled with liquid soap.
	<ul style="list-style-type: none"> • Litter Bins 	<ul style="list-style-type: none"> • Litter bins shall be emptied daily. • Inside and outside of the bins and lid need not be spotless, but shall not have serious stains and dirt. • Inner plastic bag shall be in place and replaced daily. • No sediment or stuck dirt on inside, the lid and plastic sack. • Free from ants, flies, maggots and etc at the bins. • Free from foul smell.
	<ul style="list-style-type: none"> • Sanitary bins in all female toilets 	<ul style="list-style-type: none"> • Smell is well isolated from the bins. • Ensure that the bins are not full.
	<ul style="list-style-type: none"> • Shower 	<ul style="list-style-type: none"> • Shower installation, floor and wall shall be free of dust and stains. • No hair, debris, etc. on the sieve in the drain hole. • The inside of the shower is cleaned to remove sediments.
	<ul style="list-style-type: none"> • Ceiling Surfaces 	<ul style="list-style-type: none"> • Free from cobwebs and contaminants.
	<ul style="list-style-type: none"> • Light fittings and fans 	<ul style="list-style-type: none"> • Free from dust and stains.

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Lift Lobbies 	<ul style="list-style-type: none"> • Lift door surfaces 	<ul style="list-style-type: none"> • Free from dust, stains, streaks and finger marks to hall call buttons and indicators. • Stainless steel surfaces are properly polished.
	<ul style="list-style-type: none"> • Floor 	<ul style="list-style-type: none"> • Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> • Emulsion Painted Wall Surfaces 	<ul style="list-style-type: none"> • Free from dust, stains and finger marks.
	<ul style="list-style-type: none"> • Glass Swing Doors and Glass Panels 	<ul style="list-style-type: none"> • Free from dust, stains, streaks and finger marks. • Free from deep scratches due to incorrect cleaning of glass.
	<ul style="list-style-type: none"> • Windows, Window Guards and Guard Rails 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Fire hose reel / extinguisher / fire alarm panels / break glass 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Ceiling Surfaces 	<ul style="list-style-type: none"> • Free from cobwebs and contaminants.
<ul style="list-style-type: none"> • Lift Cars 	<ul style="list-style-type: none"> • Doors, walls, control panels, buttons and indicators 	<ul style="list-style-type: none"> • Free from dust, dirt, stain and finger marks to lift wall and operating panel (including buttons and indicators). • Stainless steel surfaces are properly polished.
	<ul style="list-style-type: none"> • Finished Stainless Steel Surfaces 	<ul style="list-style-type: none"> • Stainless steel surfaces are properly polished.
	<ul style="list-style-type: none"> • Vinyl Flooring 	<ul style="list-style-type: none"> • Free from dust, dirt and stain.
	<ul style="list-style-type: none"> • Lighting Perspex Diffusers 	<ul style="list-style-type: none"> • Free from dust. • Free from cobweb diffusers. • Free from stains and dirt for diffuser panels.
	<ul style="list-style-type: none"> • Lift car and landing door track 	<ul style="list-style-type: none"> • Free from debris.

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> Escalators 	<ul style="list-style-type: none"> Glass and skirting at balustrades 	<ul style="list-style-type: none"> Free from dust, dirt, stain, finger marks and shoe marks.
	<ul style="list-style-type: none"> Handrails 	<ul style="list-style-type: none"> Free of dust and stains.
	<ul style="list-style-type: none"> Finished stainless steel surface 	<ul style="list-style-type: none"> Free from dust, dirt, stain, finger marks. Stainless steel surfaces are properly polished.
	<ul style="list-style-type: none"> Landing area/ Step structural surfaces 	<ul style="list-style-type: none"> Free from dust, dirt, stain and debris. No sediment or dirt in track comb and track grooves.
<ul style="list-style-type: none"> Staircases 	<ul style="list-style-type: none"> Door surface / frames / closers 	<ul style="list-style-type: none"> Free of dust, stain and streaks. Clean handle and viewing panels.
	<ul style="list-style-type: none"> Cement Floor 	<ul style="list-style-type: none"> Free of dirt, stain and debris.
	<ul style="list-style-type: none"> Emulsion Painted Wall Surfaces 	<ul style="list-style-type: none"> Free from dust, stains and finger and/or shoe marks.
	<ul style="list-style-type: none"> Handrails 	<ul style="list-style-type: none"> Free from dust and stains.
	<ul style="list-style-type: none"> Ceiling Surfaces 	<ul style="list-style-type: none"> Free from cobwebs and contaminants.

C) CAR PARK - LEVEL 1

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Car Park 	<ul style="list-style-type: none"> • Floor 	<ul style="list-style-type: none"> • Free from litter. • Free from stains. • Free from oil patches. • Dry, except during and immediately after rain.
	<ul style="list-style-type: none"> • Emulsion Painted Wall / Column Surfaces 	<ul style="list-style-type: none"> • Free of heavy dust and stains.
	<ul style="list-style-type: none"> • Ceiling Surfaces 	<ul style="list-style-type: none"> • Free from cobwebs.
	<ul style="list-style-type: none"> • Directional and information signs , light fitting, Electrical Distribution Boards etc 	<ul style="list-style-type: none"> • Free of dust and stains.
	<ul style="list-style-type: none"> • Exhaust/ Fresh air grilles 	<ul style="list-style-type: none"> • Free of dust and stains.
	<ul style="list-style-type: none"> • Ducting, Piping and Trunking 	<ul style="list-style-type: none"> • Free of dust and stains.
	<ul style="list-style-type: none"> • Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels and break glass 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Carpark Top-up Machine 	<ul style="list-style-type: none"> • Free of dust and stains.

D) PERFORMANCE VENUES AT LEVEL 2 AND LEVEL 3

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> Performance Venues (including backstage and dressing rooms) 	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> Walls 	<ul style="list-style-type: none"> Walls within 3.5 metre from floor level and shall be free from dust, stains and finger marks on the walls.
	<ul style="list-style-type: none"> Litter bins 	<ul style="list-style-type: none"> Bins lined with plastic bag. Less than ½ filled with refuse. Free from ants, flies, maggots and etc at the bins.
	<ul style="list-style-type: none"> Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels and break glass 	<ul style="list-style-type: none"> Free from dust and stains.
	<ul style="list-style-type: none"> Staircase 	<ul style="list-style-type: none"> Free from dust and stains. (handrails) Free of dirt, stain and debris. (cement floor)
	<ul style="list-style-type: none"> Glass, windows and the likes 	<ul style="list-style-type: none"> Free from dust, dirt, stain, finger marks.
	<ul style="list-style-type: none"> Dressing room table top, ledge and chairs (including mirror) 	<ul style="list-style-type: none"> Free from dust, dirt, stain, finger marks, litter and debris.
	<ul style="list-style-type: none"> Audience seats 	<ul style="list-style-type: none"> Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> Aircon diffusers 	<ul style="list-style-type: none"> Free of dust and stains.

E) SCHOOL TEACHING AND LEARNING AREAS (LEVEL 5 TO LEVEL 10)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Multi-Purpose Hall (MPH) • Lecture Theatre (LT) • Arts Studios • Gym • Library 	<ul style="list-style-type: none"> • Floors 	<ul style="list-style-type: none"> • Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> • Walls 	<ul style="list-style-type: none"> • Walls within 3.5 metre from floor level shall be free from dust, stains and finger marks on the walls.
	<ul style="list-style-type: none"> • Window Roller Blinds / Curtains 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Glass, windows and the like 	<ul style="list-style-type: none"> • Glass / mirror surfaces must be clean and free from dust and stains. • Free from deep scratches. • Glass, windows and the like located within 3.5 metre from floor level shall be free from dust, stains, water marks, insect nests, dirt, finger marks, cobweb, dead insects and pollutants. • Glass and windows, which are broken or loose, shall be reported to the Company.
	<ul style="list-style-type: none"> • Lecture Theatre Chairs / Library Tables and Chairs / Gym Equipment 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Fittings, fitments furniture (including fire extinguishers, hose reel, open cabinets and shoe racks) 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Switches / Power Points / Pictures 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Ceiling Surfaces 	<ul style="list-style-type: none"> • Ceiling elements (light fitting, ducting, trunking and piping) within 3.5 metre from floor level shall be free from dust, stains and cobweb. • No visible dust or stain around air-con diffusers.
	<ul style="list-style-type: none"> • Doors 	<ul style="list-style-type: none"> • Free of dust, stain and streaks. • Clean handle and viewing panels.
	<ul style="list-style-type: none"> • Light fittings and Aircon diffusers 	<ul style="list-style-type: none"> • Free of dust and stains.

E) SCHOOL TEACHING AND LEARNING AREAS (LEVEL 5 TO LEVEL 10) (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Staff offices (including Office of Venue Management (OVM) Level 3 office) • Meeting and Discussion Rooms including Teacher Resource Centre (TRC) and Approaches To Learning (ATL) • FOH room 	<ul style="list-style-type: none"> • Floor 	<ul style="list-style-type: none"> • Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> • Walls / Doors 	<ul style="list-style-type: none"> • Walls within 3.5 metre from floor level shall be free from dust, stains and finger marks on the walls.
	<ul style="list-style-type: none"> • Window Roller Blinds / Curtains 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Glass, windows and the like 	<ul style="list-style-type: none"> • Glass / mirror surfaces must be clean and free from dust and stains. • Free from deep scratches. • Glass, windows and the like located within 3.5 metre from floor level shall be free from dust, stains, water marks, insect nests, dirt, finger marks, cobweb, dead insects and pollutants. • Glass and windows, which are broken or loose, shall be reported to the Company.
	<ul style="list-style-type: none"> • Fittings, fitments and furniture (including fire extinguishers, hose reel. Open cabinets and display items) 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Ceiling Surfaces / Light fittings / Aircon diffusers 	<ul style="list-style-type: none"> • Ceiling elements (light fitting, ducting, trunking and piping) within 3.5 metre from floor level shall be free from dust, stains and cobweb. • No visible dust or stain around air-con diffusers.
	<ul style="list-style-type: none"> • Pantry/ Refrigerator 	<ul style="list-style-type: none"> • Table, floor and water dispensers to be free of stains. • No visible dust or stain on the surface of the refrigerator exterior. • Refrigerator interior to be free from stains and spills.
	<ul style="list-style-type: none"> • Waste paper basket 	<ul style="list-style-type: none"> • Litter bin shall be emptied. • No sediment or stuck dirt on inside, the lid and plastic sack. • Free of dust and stains outside the lid and outside. • Provide plastic lining to inner basket.
	<ul style="list-style-type: none"> • Telephones 	<ul style="list-style-type: none"> • Free from dust and odour.
<ul style="list-style-type: none"> • Switches/ power points / pictures 	<ul style="list-style-type: none"> • Free from dust, stains and finger marks. 	

E) SCHOOL TEACHING AND LEARNING AREAS (LEVEL 5 TO LEVEL 10) (Continued)

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> Canteen / Cafe 	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Free from dust, dirt, stains, litter and debris.
	<ul style="list-style-type: none"> Benches 	<ul style="list-style-type: none"> Free of dust, stains and oil patches.
	<ul style="list-style-type: none"> Tables / Chairs 	<ul style="list-style-type: none"> Free from dust and stains. Crockery and utensils left on tables are collected and disposed in proper manner.
	<ul style="list-style-type: none"> Bulk Bins / Litter Bins 	<ul style="list-style-type: none"> Bins lined with plastic bag. Less than ½ filled with refuse. Free from foul smell. No external stains. Free from ants, flies, maggots and etc at the bins.
	<ul style="list-style-type: none"> Ceiling surfaces/ Light fittings and Ceiling fans 	<ul style="list-style-type: none"> Ceiling elements (light fitting, ducting, trunking and piping) within 3.5 metre from floor level shall be free from dust, stains and cobweb.
	<ul style="list-style-type: none"> Walls 	<ul style="list-style-type: none"> Walls within 3.5 metre from floor level shall be free from dust, stains and finger marks on the walls.
	<ul style="list-style-type: none"> Switches/ power points / pictures 	<ul style="list-style-type: none"> Free from dust, stains and finger marks.

F) CLASSROOM INTERNAL CLEANING

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • Classrooms 	<ul style="list-style-type: none"> • Surfaces of door / frame / closer 	<ul style="list-style-type: none"> • Free of dust, stain and streaks. • Clean area around the handle.
	<ul style="list-style-type: none"> • Floor 	<ul style="list-style-type: none"> • Free from dust, litters and stains. • Surfaces of vinyl and timber flooring shall be mopped. • Floor shall be dry.
	<ul style="list-style-type: none"> • Wall / framed partition 	<ul style="list-style-type: none"> • Free from dust, stains and finger marks. • Special attention to be given to the lines of connection between the partition and its frame and any dust and dirt shall be removed.
	<ul style="list-style-type: none"> • Ceiling Surfaces 	<ul style="list-style-type: none"> • Free from dust, stains and cobweb.
	<ul style="list-style-type: none"> • Windows 	<ul style="list-style-type: none"> • Free from deep scratches. • Free from dust, stains, water marks, insect nests, dirt, finger marks, cobweb, insect nest, dead insects and pollutants.
	<ul style="list-style-type: none"> • Tables / Chairs / Cabinets 	<ul style="list-style-type: none"> • Free from dust and stains.
	<ul style="list-style-type: none"> • Switches / power points / signages 	<ul style="list-style-type: none"> • Free from dust, stains and finger marks.
	<ul style="list-style-type: none"> • Whiteboards 	<ul style="list-style-type: none"> • Free from stains.
<ul style="list-style-type: none"> • Light Fittings, Fans, Air-con Diffusers, Projectors, speakers, features etc. 	<ul style="list-style-type: none"> • Free from dust and stains. 	

G) EXTERNAL GLASS/WINDOW BUILDING FAÇADE CLEANING, INTERNAL BUILDING HIGH-LEVEL AREAS FROM LEVEL 5 TO LEVEL 10, AND CLEANING AND POLISHING FOR ESCALATORS AND GANTRY SHELTERS

Inventory	Cleaning Areas	Minimum Quality Standards
<ul style="list-style-type: none"> • External Glass/ Window North / East / West Plaza 	<ul style="list-style-type: none"> • External Windows 	<ul style="list-style-type: none"> • Free from deep scratches. • Free from dust, stains, bird droppings, water marks, insect nests, dirt, cobweb, insect nest, dead insects and pollutants.
<ul style="list-style-type: none"> • Internal Building beyond 3.5m • Multi-Purpose Hall • Library • Orchestral Rehearsal Studio • Big Dance Studio 	<ul style="list-style-type: none"> • Internal Windows 	<ul style="list-style-type: none"> • Free from deep scratches. • Free from dust, stains, residue, bird dropping, water marks, insect nests, dirt, finger marks, cobweb, insect nest, dead insects and pollutants.
<ul style="list-style-type: none"> • Escalators and Gantry Shelters 	<ul style="list-style-type: none"> • Finished stainless steel surface 	<ul style="list-style-type: none"> • Free from dust, dirt, stain, finger marks. • Stainless steel surfaces are properly polished.

Annex D5 :
QUALITY BENCHMARK
PERFORMANCE STANDARDS

QUALITY BENCHMARK PERFORMANCE STANDARDS

INSPECTION CRITERIA

<u>Rating</u>	<u>Description of Quality Benchmark</u>	<u>Standard</u>
0	Not Cleaned	Pollution which originates from insufficient or no cleaning of the cleaning area at all. General or Cumulative Pollution that have not been removed.
1	Cleaned but not satisfactory	Evidence of cleaning being done but pollution is only partially removed probably due to incorrect method or frequency. General or Cumulative Pollution that have been only partially removed or evidently prolonged periods of no cleaning.
2	Cleaned but not satisfactory - Cumulative pollution of Non-permanent nature found.	Evidence of cleaning being done but pollution such as heavy dust or flocks which can be removed with regular means and normal force are found.
3	Cleaned but not satisfactory - General Pollution of Permanent nature found.	Evidence of cleaning being done but pollution such as stains cannot be removed with regular means and normal force. Pollution occurs as the cleaning area is difficult to reach or the cleaning area in the past had not been correctly treated, such as rough floor.
4	Acceptable Cleaning Standard -General Pollution of Non-permanent nature found only.	Evidence of cleaning being done to an acceptable level to the Company's Authorised Representative. Acceptable environment for occupants.
5	Exceptional Cleaning Standard	The Company's Authorised Representative deem that cleaning have been done to a high level. Commendable effort to improve the environment for occupants.

Remarks

All performance scores given by the Company's Authorised Representative is to his or her discretion and final. No challenges on the scoring will be entertained unless it is proven that the cleaning standard of each cleaning area have not been briefed.

Definition of Pollution

- a) General pollution is defined as pollution that originates after the last cleaning.
- b) Cumulative Pollution is defined as the accumulation of general pollution usually originate from insufficient or no cleaning of the cleaning area at all.

Characteristics of Pollution

- a) Non-permanent pollution, such as dust, flocks or rubbish.
- b) Permanent pollution, such as stains, smears, finger marks or sediment.

Cleaned but not satisfactory

Items such as "litter bin is not emptied", "no plastic bag in litter bin", "soap dispenser bottle is not filled up" and any other non-compliance affecting the hygiene or operations of the Building will be scored accordingly by the Company's Authorised Representative.

A) EXTERNAL AREAS

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
1) External Areas	Covered and Open Public Walkway along retail shops	0	1	2	3	4	5
	East Plaza	0	1	2	3	4	5
	West Plaza	0	1	2	3	4	5
	North Plaza (roundabout and carpark entrance)	0	1	2	3	4	5
	Loading and Unloading Bay	0	1	2	3	4	5
	Refuse Bin Centre	0	1	2	3	4	5
	Rock Climbing Wall Area (level 3)	0	1	2	3	4	5
	Rooftop	0	1	2	3	4	5
	Water Drains (all levels)	0	1	2	3	4	5
	Litter / Waste Recycle Bins (all levels)	0	1	2	3	4	5
	Cleaning Rating – Sub Total (1):		/50				

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
2) Circulation Areas, Foyer, Corridors, Sky Terraces and Gardens at Level 2, Level 3, Level 5, Level 8 and Level 10	Security Counters	0	1	2	3	4	5
	Planter boxes	0	1	2	3	4	5
	Water Coolers	0	1	2	3	4	5
	Directory, information signs, way-finding and any other signages (e.g. no-smoking,CCTV), etc	0	1	2	3	4	5
	Furniture (foyer sofa, swing, benches, tables and chairs, etc)	0	1	2	3	4	5
	Fire hose reel / extinguisher / fire alarm panels / breakglass and all accompanying accessories and holders	0	1	2	3	4	5
	Doors, vents, windows, shutters, grilles	0	1	2	3	4	5
	Hand rail and railings	0	1	2	3	4	5
	Floor	0	1	2	3	4	5
	Wall	0	1	2	3	4	5
	Ceiling	0	1	2	3	4	5
	Litter bins	0	1	2	3	4	5
	Cleaning Rating – Sub Total (2):		/60				

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
3) Toilets	Floor	0	1	2	3	4	5
	Wall/ Partition/ Grilles/ Changing Ledge	0	1	2	3	4	5
	Surfaces of door, its handles and frame	0	1	2	3	4	5
	Mirror	0	1	2	3	4	5
	Sanitary fittings (taps, bidet, etc)	0	1	2	3	4	5
	Switches / power point / signage	0	1	2	3	4	5
	Vanity Top / Wash sink (including bottle traps and accompanying pipes and accessories)	0	1	2	3	4	5
	Hand Dryers	0	1	2	3	4	5
	Toilet bowls and toilet seats (including handicap bars)	0	1	2	3	4	5
	Urinals	0	1	2	3	4	5
	Flushing plates and buttons	0	1	2	3	4	5
	Toilet paper dispenser, paper holder, soap dispenser and air fresheners.	0	1	2	3	4	5
	Litter Bins	0	1	2	3	4	5
	Shower cubicle	0	1	2	3	4	5
	Ceiling surfaces	0	1	2	3	4	5
	Sanitary bin	0	1	2	3	4	5
Light fittings and fans	0	1	2	3	4	5	
Cleaning Rating – Sub Total (3):	/85						
4) Lift Lobbies	Lift Door Surfaces	0	1	2	3	4	5
	Floor	0	1	2	3	4	5
	Wall	0	1	2	3	4	5
	Glass Swing Doors/ Glass Panels/ Wooden door and frame	0	1	2	3	4	5
	Window, Window Guards and Guard Rails	0	1	2	3	4	5
	Fire hose reel / extinguisher / fire alarm panels / breakglass	0	1	2	3	4	5
	Ceiling Surfaces	0	1	2	3	4	5
	Cleaning Rating – Sub Total (4):	/35					

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
5) Lift Cars	Doors, walls, control panels, buttons and indicators	0	1	2	3	4	5
	Finished Stainless Steel Surfaces	0	1	2	3	4	5
	Vinyl Flooring	0	1	2	3	4	5
	Lighting Perspex Diffusers	0	1	2	3	4	5
	Lift car and landing door Track	0	1	2	3	4	5
	Cleaning Rating – Sub Total (5):	/25					
6) Escalators	Glass and skirting at balustrades	0	1	2	3	4	5
	Handrails	0	1	2	3	4	5
	Landing area / Step Structural Surfaces	0	1	2	3	4	5
	Finished stainless steel surface	0	1	2	3	4	5
	Cleaning Rating – Sub Total (6):	/20					
7) Staircases	Door surface / frames / closers	0	1	2	3	4	5
	Floor	0	1	2	3	4	5
	Wall	0	1	2	3	4	5
	Handrails	0	1	2	3	4	5
	Ceiling Surfaces	0	1	2	3	4	5
	Cleaning Rating – Sub Total (7):	/25					

C) CAR PARK AT LEVEL 1

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
8) Car Park	Floor	0	1	2	3	4	5
	Wall / Columns	0	1	2	3	4	5
	Ceiling Surfaces	0	1	2	3	4	5
	Directional and information signs, light Fitting, Electrical Distribution Housing etc	0	1	2	3	4	5
	Exhaust/ Fresh air grilles	0	1	2	3	4	5
	Ducting, Piping and Trunking	0	1	2	3	4	5
	Fire hose reel / extinguisher / fire alarm panels / breakglass	0	1	2	3	4	5
	Cleaning Rating – Sub Total (8):	/35					

D) PERFORMANCE VENUES AT LEVEL 2 AND LEVEL 3

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
9) Performance Venues (including backstage, stores and dressing rooms)	Floor	0	1	2	3	4	5
	Wall	0	1	2	3	4	5
	Litter Bins	0	1	2	3	4	5
	Fire hose reel / extinguisher / fire alarm panels / breakglass	0	1	2	3	4	5
	Staircase	0	1	2	3	4	5
	Glass, windows and the like	0	1	2	3	4	5
	Dressing room table top, ledge and chairs	0	1	2	3	4	5
	Audience seats	0	1	2	3	4	5
	Aircon grilles	0	1	2	3	4	5
	Cleaning Rating – Sub Total (9):		/45				

E) SCHOOL TEACHING AND LEARNING AREAS – LEVEL 5 TO LEVEL 10

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
10) • Multi-Purpose Hall (MPH) • Lecture Theatre (LT) • Arts Studios • Gym • Library	Floors	0	1	2	3	4	5
	Walls	0	1	2	3	4	5
	Window Roller Blinds / Curtains	0	1	2	3	4	5
	Glass, windows and the like	0	1	2	3	4	5
	Lecture Theatre Chairs / Library Tables and Chairs/ Gym equipment	0	1	2	3	4	5
	Fittings, fitments and furniture (including fire extinguishers, hose reel, open cabinets and shoe racks)	0	1	2	3	4	5
	Switches / Power Points / Pictures	0	1	2	3	4	5
	Ceiling Surfaces	0	1	2	3	4	5
	Doors	0	1	2	3	4	5
	Light fittings and Aircon diffusers	0	1	2	3	4	5
	Cleaning Rating – Sub Total (10):	/50					
11) • Staff offices (including OVM Level 3 office) • Meeting and Discussion Rooms including Teacher Resource Centre (TRC) and Approaches To Learning (ATL) • FOH room	Floors	0	1	2	3	4	5
	Walls/ Doors	0	1	2	3	4	5
	Window Roller Blinds / Curtains	0	1	2	3	4	5
	Glass, windows and the like	0	1	2	3	4	5
	Fittings, fitments and furniture (including fire extinguishers, hose reel, open cabinets and displays items)	0	1	2	3	4	5
	Ceiling surfaces/ Light fittings/ Aircon diffusers	0	1	2	3	4	5
	Pantry/ Refrigerator	0	1	2	3	4	5
	Waste paper Bins / Baskets	0	1	2	3	4	5
	Switches/ power points / pictures	0	1	2	3	4	5
Cleaning Rating – Sub Total (11):	/45						

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10 (Continued)

Location		Date of Inspection:					
Inspection Units	Cleaning Areas	Inspection Performance Standard – Circle the Score					
12) Canteen / Cafe	Floor	0	1	2	3	4	5
	Benches	0	1	2	3	4	5
	Tables/ Chairs	0	1	2	3	4	5
	Bulk Bins/ Litter bins	0	1	2	3	4	5
	Ceiling surfaces/ Light fittings/ Ceiling fans	0	1	2	3	4	5
	Walls	0	1	2	3	4	5
	Switches/ Power points	0	1	2	3	4	5
	Cleaning Rating – Sub Total (12):	/35					
13) Classrooms	Surfaces of door / frame / closer	0	1	2	3	4	5
	Floor	0	1	2	3	4	5
	Wall / partition	0	1	2	3	4	5
	Ceiling Surfaces	0	1	2	3	4	5
	Windows	0	1	2	3	4	5
	Tables / Chairs / Cabinets	0	1	2	3	4	5
	Switches / power points / signages	0	1	2	3	4	5
	Whiteboards	0	1	2	3	4	5
	Light Fittings, Fans, Air-con Diffusers, speakers, features etc.	0	1	2	3	4	5
	Cleaning Rating – Sub Total (13):	/45					

Note

For measuring the performance of each Inspection Unit, the calculation formula below shall be used:

$$\text{Performance rating} = \frac{\text{Total Rating Points}}{\text{Total no. of Cleaning Areas in each inspection unit} \times 5 \text{ (max points)}} \times 100$$

Annex D6 :
MONTHLY KEY PERFORMANCE
INDICATORS (KPI)

MONTHLY KEY PERFORMANCE INDICATORS (KPI)

1.0 General

1.1 The Contractor's cleaning performance shall be monitored by the Company by assessing the Monthly Performance Rating through joint inspections. Results will be given by the Company's assessor. Joint inspections by the Company and the Contractor shall be carried out at such frequencies as the Company may determine. At these inspections, the Company shall determine if the performance levels have been achieved.

2.0 Performance Bonus

2.1 Should the Contractor's performance achieve a consistent high level of Cleaning Performance for a stipulated period of time, bonus will be given. An amount of the bonus must be distributed to the Contractor's personnel for this Contract. The Company reserves the right to require the Contractor to provide evidence or proof of their pay-outs to individual Contractors' personnel after a bonus has been paid to the Contractor.

2.2 The Company will carry out Inspection on a weekly basis. The schedule of Inspection will be decided by the Company, who will have the sole discretion to change the number of Inspection being carried out per contract year. During the Inspection, the Company and the Contractor shall be present.

2.3 Upon completion of the Inspection, the Company will determine the Quality Benchmark Performance Assessment Standards (please refer to Annex D5. the Company's Quality Benchmark Performance Standards), together with the summary of Bonus / Deduction recommendation (based on the calculation below Point 3.2). The bonus / deduction will be effective upon Approval by Company, while the amount of bonus / deduction will be adjusted in the Contractor's Progress Payment.

3.0 Liquidated Damages (LD)

3.1 The Contractor shall require achieving the Company's Quality Benchmark Performance Standards as specified in Annex D5. The acceptance level is 80% Monthly. Failure to achieve the required performance requirements will result in Liquidated Damages as specified in the table at Point 5 corresponding to the value stated in Annex F. Liquidated Damages and Deductions for Non-Delivery and/or Non-Performance. The Company has the right to deduct from the Contract Sum for the Contractor's failure to achieve the Company's Quality Benchmark Performance Standards (refer to Annex A Conditions of Contract, Clause 7)

3.2 An amount based on the percentage of performance deficiency shall be calculated and adjusted from the monthly progress claims. The calculation shall be worked out from the formula as follows:

Percentage of performance deficiency = Percentage of passing marking minus Percentage recorded during inspection

For Example:

Passing mark is 80%, Inspection grading is 75%, therefore deductible % is 80% - 75% = 5%

If the monthly payment is S\$6,000.00, then the deductible amount shall be 5% of S\$6,000.00 = S\$300.00.

Note: Please take note that each deduction is capped at 30% of the last Monthly Base Contract Sum.

4.0 Consistent High Level of Cleaning Performance

Description	Bonus	Remarks
<ul style="list-style-type: none"> Cleaning Performance more than 10% above the Monthly Performance Benchmark for a consecutive period of: Four (4) Inspections Any consecutive Inspections 	<p>S\$2,000 S\$125</p>	<p>Example:</p> <p>Upon achieving a minimum inspection score of 90% for four (4) consecutive weekly inspections, the Contractor shall be entitled to a performance bonus of S\$2,000.</p> <p>Following the initial qualifying period, the Contractor shall receive an additional bonus of S\$125 for each subsequent consecutive weekly inspection achieving a minimum score of 90%. The total bonus payable under this arrangement shall be capped at a maximum of S\$3,000 per quarter of the year.</p>

5.0 Repetitive Low Level of Cleaning Performance

Description	Liquidated Damages	Remarks
<p>Cleaning Performance more than 10% below the Monthly Performance Benchmark (80%) for:</p> <ul style="list-style-type: none"> Four (4) Inspection on cumulative basis Every additional Inspection on cumulative basis 	<p>Refer to Annex F</p> <p>Refer to Annex F</p>	<p>Poor performance is recorded on a cumulative basis over the Base Period, inclusive of Option Period.</p> <p>Example: If the Contractor achieves only a Cleaning Performance of 69% for any four (4) Inspections (say April 2026, July 2026, October 2025 and January 2026), a Liquidated Damages of S\$2,500 will be imposed. If the Cleaning Performance continues to drop below 70% after the four (4) cumulative Inspections in the same contract year each occurrence will incur S\$2,500 LD on top of any impending LDs.</p>
Number of Written Complaints Received per month.	Refer to Annex F	Per case
Number of Accident Cases Reported per month.	Refer to Annex F	Per case
Number of Fines imposed by the Company per month.	Refer to Annex F	Per case

Annex D7 :
PROPOSED OPERATION
FREQUENCY

PROPOSED OPERATION FREQUENCY

Note: The tables below serve as a guide for the Contractor on the Operation Frequency. Upon award, the Contractor shall propose the appropriate frequency to meet the required cleaning standards in Annex D4, in mutual agreement with the Company. The Contractor shall not amend the agreed finalised Operation Frequency without the prior consent of the Company. The Company reserves the right to adjust the Contractor's Proposed Operation Frequency if the Contractor is unable to meet the Minimum Quality Standards at Annex D4 and Quality Benchmark Performance Assessment at Annex D5. **[PLEASE FILL UP ALL FIELDS]**

*Tenderers shall write on separate sheets should the space provided is insufficient to state "Contractor Proposed Method Statement".

A) EXTERNAL AREAS

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	*Contractor Proposed Method Statement
			Description	Frequency		
A1	Covered and Open Public Walkway					
	<ul style="list-style-type: none"> Cement and tile Floor 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, dry leaves, branches, litter, debris etc. Dry up ponding areas as and when required. Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Wash and scrub with water jet. <p>Note: Those floors built of prefabricated slab, water jet should be avoided, unless otherwise instructed.</p>	Quarterly		
A2	East / West Plaza					
	<ul style="list-style-type: none"> Step Surfaces 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, dry leaves, branches, litter, debris etc. 	<ul style="list-style-type: none"> Wash and scrub with water jet. 	Biannual		
	<ul style="list-style-type: none"> Stainless Steel Railings 	<ul style="list-style-type: none"> Damp wipe once a day with stainless steel cleaner to remove all fingerprint marks etc. 	<ul style="list-style-type: none"> Polish the stainless steel surface with approved water base liquid polish and buff to shine with a soft dry cloth. <p>Note: On no account shall abrasive pad and powder cleaners be used to clean stainless steel fittings.</p>	Fortnightly		
	<ul style="list-style-type: none"> Landscape area 	<ul style="list-style-type: none"> Clear litter. 	-	-		

A) EXTERNAL AREAS (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	*Contractor Proposed Method Statement
A3	North Plaza				
	<ul style="list-style-type: none"> Water feature (including Gallery water feature) 	<ul style="list-style-type: none"> Clear floating rubbish and floating leaves. Remove algae formed on surfaces. 	<ul style="list-style-type: none"> Cleaning of pebbles and flushing of drain. 	Biannual	
	<ul style="list-style-type: none"> Driveway and carpark entrance 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, dry leaves, branches, litter, debris etc. 	a) Thoroughly scrub driveway with solution of water and degreaser to remove oil/grease or stubborn stain. b) Rinse the floor with clean water and dry up.	Quarterly	
	<ul style="list-style-type: none"> Emulsion Painted Wall Surfaces 	<u>Not exceeding 3.5m high</u> <ul style="list-style-type: none"> Spot clean any marks/ spills / stains as and when required. Feather-dust or clean with brush head vacuum cleaner to remove cobwebs, insect nest, dead insects, and pollutants. 	<u>Beyond 3.5m high</u> <ul style="list-style-type: none"> Clean with brush head vacuum cleaner extension to remove cobwebs, insect nest, dead insects, and pollutants. 	Fortnightly	
A4	Glass Panel Surfaces (at all Levels, including glass railings)	<u>Not exceeding 3.5m high</u> <ul style="list-style-type: none"> Wipe glass surfaces with glass cleaner to remove accumulated dust, stains and fingerprint marks. 	<u>Beyond 3.5m high</u> <ul style="list-style-type: none"> Wipe glass surfaces with glass cleaner to remove accumulated dust. 	Fortnightly	

A) EXTERNAL AREAS (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	*Contractor Proposed Method Statement
A5	Loading and Unloading Bay				
	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, dry leaves, branches, litter, debris etc. 	<ul style="list-style-type: none"> Thoroughly scrub the area with solution of water and degreaser to remove oil/grease or stubborn stain. Rinse the floor with clean water and mop dry. 	Weekly	
	<ul style="list-style-type: none"> Entrance Gates and Railings 	-	<ul style="list-style-type: none"> Moist wipe Boundary entrance gates, railings and signage. 	Weekly	
A6	Refuse Bin Centre				
	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Scrub and wash with water and approved detergent and disinfectant and dry up immediately after the daily refuse collection has been collected. 	-	-	
	<ul style="list-style-type: none"> Wall 				
	<ul style="list-style-type: none"> Ceiling 	-	<ul style="list-style-type: none"> Clean with brush head vacuum cleaner to remove cobwebs, insect nest, dead insects, and pollutants. 	Quarterly	
A7	Rock Climbing Wall Area				
	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, dry leaves, branches, litter, debris etc. 	<ul style="list-style-type: none"> Wash and scrub with water jet. <p>Note: Those floors built of prefabricated slab, water jet should be avoided, unless otherwise instructed.</p>	Quarterly	

A) EXTERNAL AREAS (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	*Contractor Proposed Method Statement
A8	Rooftop					
	<ul style="list-style-type: none"> Gardens, Cooling Tower, benches/surfaces and planter boxes. 	<ul style="list-style-type: none"> Clear litter. Sweep to remove all loose-dirt, dry leaves, branches, litter, debris etc. Weeding when required. 	-	-		
A9	Water Drains (at all levels)					
	<ul style="list-style-type: none"> Surface storm water drain inlets and outlets 	<ul style="list-style-type: none"> Check no accumulated water area and no choke. If found, clear desilt and clear rubbish, weeds, sapling and accumulated water from the drain. The drain shall be kept free from blockage at all time. Remove and report mosquito's breeding ground, if found, to the Company. 	-	-		
	<ul style="list-style-type: none"> Gullies, Floor Traps, and Grating. 	-	<ul style="list-style-type: none"> Remove drain covers or grating where provided and flush the areas affected by algae growth. Report missing open / broken covers to gullies, floor traps, and grating. 	Monthly		

A) EXTERNAL AREAS (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	*Contractor Proposed Method Statement
A10	Litter / Waste Recycle Bins (at circulation areas in all levels)	<ul style="list-style-type: none"> • Empty, wipe clean and replace the plastic lining at least three times a day (i.e. 0900 hrs, 1200 hrs and 1500 hrs) and as and when required. • Transport all refuse collected to the refuse bin-centre, or approved recycle waste transition points. <p>Note: The inside of litter bin shall be lined with fitted black polythene bag and the top end folded down neatly. Any damaged metal lining, logo sticker, missing litter bin, etc shall be reported to the Company.</p>	<ul style="list-style-type: none"> • Empty, wash thoroughly (both inside and outside) and wipe dry. 	Fortnightly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
B1	Circulation Area, Foyer, Corridors, Sky Terraces and Gardens (Level 2, Level 3, Level 5, Level 8, Level 10)					
	• Floor	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, litter, debris etc; Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Sweep, wash and scrub with water jet. 	Quarterly		
	• Security Counters	<ul style="list-style-type: none"> Damp wipe counters' surfaces with approved detergent and diluted disinfectant to remove dust, dirt, stickers and stains, etc. 	-			
	• Planter boxes	<ul style="list-style-type: none"> Clear litter. 				
	• Water Coolers	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains with a clean soft cloth as and when required. 	<ul style="list-style-type: none"> Wipe clean stains on surfaces and remove particles accumulated at the draining pan. 	Weekly		
	• Directory, information signs, graphics and features.	<ul style="list-style-type: none"> Spot and dry clean any marks / stains with a clean soft cloth as and when required. 	<ul style="list-style-type: none"> Damp wipe all low level directional and information signs, graphics, features etc. to remove stains/ finger marks. 	Weekly		
	• Furniture	<ul style="list-style-type: none"> Damp wipe furniture surfaces with approved detergent and diluted disinfectant to remove dust, dirt, stickers and stains, etc. 	-			
	• Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels, emergency phones and breakglass	-	<ul style="list-style-type: none"> Sweep and damp wipe with a solution of water and detergent. Dry surface with a soft cloth. 	Monthly		
	• Doors, vents, windows, shutter, grilles	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Damp wipe with detergent to remove dust, stains and containments. 	Weekly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
B1	Circulation Area, Foyer, Corridors, Sky Terraces and Gardens (Level 2, Level 3, Level 5, Level 8, Level 10)					
	<ul style="list-style-type: none"> Handrail and railings 	<ul style="list-style-type: none"> Damp wipe handrail and railing surfaces with approved detergent and diluted disinfectant to remove dust, dirt, stickers and stains, etc. 	-			
	<ul style="list-style-type: none"> Wall 	<u>Not exceeding 3.5m high</u> <ul style="list-style-type: none"> Spot clean any marks/ spills / stains as and when required. Feather-dust or clean with brush head vacuum cleaner to remove cobwebs, insect nest, dead insects, and pollutants. 	<u>Beyond 3.5m high</u> <ul style="list-style-type: none"> Clean with brush head vacuum cleaner extension to remove cobwebs, insect nest, dead insects, and pollutants. 	Fortnightly		
	<ul style="list-style-type: none"> Litter Bins 	<ul style="list-style-type: none"> Empty, wipe clean and replace the plastic lining at least three times a day (i.e. 0900 hrs, 1200 hrs and 1500 hrs) and as and when required. Transport all refuse collected to the refuse bin-centre, or approved recycle waste transition points. <p>Note: The inside of litter bin shall be lined with fitted black polythene bag and the top end folded down neatly. Any damaged metal lining, logo sticker, missing litter bin, etc shall be reported to the Company.</p>	<ul style="list-style-type: none"> Empty, wash thoroughly (both inside and outside) and wipe dry. 	Weekly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
B1	Circulation Area, Foyer, Corridors, Sky Terraces and Gardens (Level 2, Level 3, Level 5, Level 8, Level 10)					
	<ul style="list-style-type: none"> Ceiling Surface 	<ul style="list-style-type: none"> All air-con diffusers, speakers and exhaust grilles to be damp cleaned or used brush head vacuum cleaner to clear accumulated dust. <p><u>Not exceeding 3.5m high</u></p> <ul style="list-style-type: none"> Feather-dust to remove cobwebs, insect nest, dead insects, and pollutants. 	<p><u>Beyond 3.5m high (include high bay ceiling)</u></p> <ul style="list-style-type: none"> Clean with brush head vacuum cleaner to remove dust, stains and containments. 	Fortnightly		
	<ul style="list-style-type: none"> Litter Bins 	<ul style="list-style-type: none"> Empty, wipe clean and replace the plastic lining at least three times a day (i.e. 0900 hrs, 1200 hrs and 1500 hrs) and as and when required. Transport all refuse collected to the refuse bin-centre, or approved recycle waste transition points. <p>Note: The inside of litter bin shall be lined with fitted black polythene bag and the top end folded down neatly. Any damaged metal lining, logo sticker, missing litter bin, etc shall be reported to the Company.</p>	<ul style="list-style-type: none"> Empty, wash thoroughly (both inside and outside) and wipe dry. 	Fortnightly		
B2	Toilets					
	<ul style="list-style-type: none"> General Cleanliness and Conditions 	<ul style="list-style-type: none"> Toilet inspection cards must be displayed prominently in all the toilets. Team leader is required to check and sign inspection cards twice daily. All damaged inspection card holder shall be replaced immediately. 	-	-		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B2	Toilets				
	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Dry-mop floor of accumulation of water droplets / urine as and when required. Thoroughly scrub the floor with water and detergent and rinse with clean water and mop dry surface once a day. <p>Note: Cleaner is required to put a sign in front of the toilets to advise the users that cleaning operation is in the progress.</p>	<ul style="list-style-type: none"> Wash and scrub to ensure removal of soil between tiles. <p>Note Use neutral-based cleaners or disinfectants.</p>	Weekly	
	<ul style="list-style-type: none"> Wall/ partition/ grilles/ changing ledge 	<ul style="list-style-type: none"> Spot damp clean any marks / stains with a solution of water, detergent and disinfectant, and dry with soft cloth, as and when required. Door handles and around area shall be wiped clean of finger prints and stain marks constantly. 	<ul style="list-style-type: none"> Thoroughly wipe the walls and partitions with water and detergent and rinse with clean water and wipe dry surface. 	Weekly	
	<ul style="list-style-type: none"> Surfaces of door, its handles and frame 		<ul style="list-style-type: none"> Hand scrubs wall tiles with neutral-based cleaners or disinfectants to ensure removal of soil between tiles. 	Monthly	
	<ul style="list-style-type: none"> Mirror 	<ul style="list-style-type: none"> Wipe off accumulation of water droplets/ marks/ stains. Check and report broken and/or missing mirror <p>Note On no account shall damp-cleaning with water be permitted on the mirrors to prevent water marks.</p>	<ul style="list-style-type: none"> Thoroughly clean mirrors with neutral-based cleaners and a soft cloth or suitable window applicator, squeegee/ scraper to remove all dust and blemishes. 	Weekly	

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B2	Toilets				
	<ul style="list-style-type: none"> Sanitary fittings (taps, bidet, etc) 	<ul style="list-style-type: none"> Damp wipe all sanitary fitting with a solution of water and detergent to remove stains. Check and report any broken and leaking wares and fittings. 	<ul style="list-style-type: none"> Damp wipe with detergent. 	Weekly	
	<ul style="list-style-type: none"> Switches / power points / signs 	-	<ul style="list-style-type: none"> Moist wipe with detergent to remove dirt and stain. 	Weekly	
	<ul style="list-style-type: none"> Vanity Top / Sink (including bottle traps and accompanying pipes and accessories) 	<ul style="list-style-type: none"> Wipe and brush/ scrub the vanity top and wash basins to remove dirt and water. Keep the vanity top dry. 	<ul style="list-style-type: none"> Scrub basins with scrubbing pad to remove stubborn stains Damp wipe with detergent 	Weekly	
	<ul style="list-style-type: none"> Hand Dryers 	<ul style="list-style-type: none"> Damp wipe once a day with clean water to remove all finger marks, etc. 	<ul style="list-style-type: none"> Buff metal parts with soft cloth and water base liquid polish. 	Weekly	
	<ul style="list-style-type: none"> Toilet bowls and toilet seats/ handicap bars 	<ul style="list-style-type: none"> Wipe all toilet bowl seat covers (including underside) with an approved bactericide cleanser . Clean urinals and toilet bowls / pans with a nylon bristle lavatory brush and bactericidal toilet cleanser. 	-	-	
	<ul style="list-style-type: none"> Urinals 	<ul style="list-style-type: none"> Any chokes in urinals, sink, floor trap, etc and plumbing defects or vandalism found shall be reported to the Company. Scrub with scrubbing pad to remove stubborn stains 			

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B2	Toilets				
	<ul style="list-style-type: none"> Flushing plates and buttons. 	<ul style="list-style-type: none"> Damp wipe with clean water to remove finger marks, etc. 	<ul style="list-style-type: none"> Buff metal parts with soft cloth and water base liquid polish. 	Weekly	
	<ul style="list-style-type: none"> Toilet paper dispenser, paper holder, soap dispenser and air fresheners. 	<ul style="list-style-type: none"> Damp wipe with clean water to remove finger marks, etc. Wipe clean the soap dispenser to keep off excess soap. Cleaner shall ensure that toiletries are constantly replenished as and when required. Check containers of air fresheners and replace empty containers. Report any mal-function or damaged elements to the Company. 	<ul style="list-style-type: none"> Buff metal parts with soft cloth and water base liquid polish. Dismantle and check / clear chokes Thoroughly wash liquid soap dispensers and rinse with water. 	Weekly	
	<ul style="list-style-type: none"> Litter Bins 	<ul style="list-style-type: none"> Empty, wipe clean and replace the plastic lining daily and as and when required. 	<ul style="list-style-type: none"> Empty, wash thoroughly (both inside and outside) and wipe dry. 	Weekly	
	<ul style="list-style-type: none"> Sanitary bins to all female toilets 	<ul style="list-style-type: none"> Clean off any stains or marks. 	<ul style="list-style-type: none"> Replace with new / clean Sanitary Bin 	As and when required, but at least once a week	
	<ul style="list-style-type: none"> Shower 	<ul style="list-style-type: none"> Wipe clean once a day to remove dirt and stain on shower fittings. Clean and wash the shower cubicle floor to remove sediments, hair, etc. 	<ul style="list-style-type: none"> Buff metal parts with soft cloth and water base liquid polish. 	Weekly	

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B2	Toilets				
	• Ceiling Surface	-	• Clean with feather-dust and brush head vacuum cleaner to remove cobwebs etc.	Weekly	
	• Janitor's closet	• To be kept clean, neat and tidy	-	-	
	• Light fittings and fans	• Spot clean any dust/ stains as and when required.	• Full cleaning of light fittings, fans and rods.	Fortnightly	
B3	Lift Lobbies				
	• Lift door surfaces	• Spot clean any marks/ spills/ stains as and when required.	• Damp wipe stainless steel finishes with a stainless steel cleaner and micro-fibre cloth to remove dust, dirt, stain or mark without destroying all wax coats.	Weekly	
	• Floor	• Sweep to remove all loose-dirt, litter, debris etc; • Mop floor to ensure stains and marks are removed.	• Thoroughly scrub the floor with detergent and rinse with clean water and dry.	Fortnightly	
	• Emulsion Painted Wall Surfaces	• Spot clean any marks/ spills/ stains as and when required.	• Damp wipe areas dirtied by finger marks and stains with a solution of water and detergent.	Monthly	

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B3	Lift Lobbies					
	<ul style="list-style-type: none"> Glass Swing Doors/ Glass Panels/ Wooden door and frame 	<ul style="list-style-type: none"> Clean all glass panels not exceeding 3.5 m high with solution of water and approved glass cleanser with suitable window washer, washing applicator, and scraper / squeegee. Spot cleaning as and when required. <p>Note</p> <ul style="list-style-type: none"> Cleaner must mop-dry excessive water on the floor 	-	-		
	<ul style="list-style-type: none"> Windows, Window Guards and Guard Rails 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains. 	<ul style="list-style-type: none"> Wipe clean to remove dust and dirt. 	Weekly		
	<ul style="list-style-type: none"> Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels, emergency phones and breakglass 	-	<ul style="list-style-type: none"> Sweep and damp wipe with a solution of water and detergent. Dry surface with a soft cloth. 	Monthly		
	<ul style="list-style-type: none"> Ceiling Surfaces 	<ul style="list-style-type: none"> All air diffusers, speakers and exhaust grilles to be damp cleaned or used brush head vacuum cleaner to clear accumulated dust. <p><u>Not exceeding 3.5m high</u> Feather-dust to remove cobwebs, insect nest, dead insects, and pollutants.</p>	<p><u>Beyond 3.5m high (include high bay ceiling)</u></p> <ul style="list-style-type: none"> Clean with brush head vacuum cleaner to remove dust, stains and containments. 	Fortnightly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B4	Lift Cars					
	<ul style="list-style-type: none"> Doors, walls, control panels, buttons and indicators 	<ul style="list-style-type: none"> Damp wipe the lift car's walls, door, control panels, control buttons and floor indicating panel, etc with approved detergent, water base liquid polish and disinfectant. 	-			
	<ul style="list-style-type: none"> Lift stainless steel surfaces 	<ul style="list-style-type: none"> Damp-mop stainless steel finishes with approved stainless steel cleaner and soft dry cloth to remove dust, dirt, stain or mark without destroying all wax coats. 	Polish the stainless steel surface <ul style="list-style-type: none"> Clean with white micro-fibre cloth dampened with stainless steel cleaner following the grain to remove all smears and previous. Use clean dry white micro-fibre cloth to remove remains of stainless steel cleaner. Apply pure soft white wax (no additives such as silicon). Using clean white micro-fibre cloth, following the grain. Allow to dry and buff with clean white micro-fibre cloth. No aggressive scrubbing or hard brushing is allowed. Aggressive scrubbing or hard brushing can cause scratches on stainless steel surface. 	Fortnightly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B4	Lift Cars				
	<ul style="list-style-type: none"> Vinyl Flooring 	<ul style="list-style-type: none"> Remove dust and dirt using a preparatory cleaner. Mop with cool clean water. <p>Note: Contractor shall allow for more frequent mopping of the lift car floors and lobby during wet season.</p>	<ul style="list-style-type: none"> Polish or burnish the floor with high speed burnishing machine and approved emulsion polish Sweep and damp mop the floor with light scented or unscented cleaner. <p>Note Excessive water must be avoided as the final result must be a dry non-slip surface.</p>	Weekly	
	<ul style="list-style-type: none"> Lighting Perspex Diffusers and ceiling surfaces 	<ul style="list-style-type: none"> Lightly feather dust to prevent dust and cobweb accumulation. 	<ul style="list-style-type: none"> Remove perspex diffusers and lean off surfaces using dampened cloth and warm soapy water. Rinse with a clean dampened cloth and cool clean water. Allow to dry and then buff with a clean dry white soft cloth. 	Monthly	
<ul style="list-style-type: none"> Landing and Car Door Track <p>(Threshold Sills, Thread plates and Beam Sensor surfaces)</p>	<ul style="list-style-type: none"> Brush channels to remove loose dirt and dust. 	<ul style="list-style-type: none"> Clean off surface with dampened cloth using a little warm soapy (not a detergent). Rinse using a clean dampened cloth and cool clean water. Allow to dry. <p><u>Note.</u></p> <ul style="list-style-type: none"> Do not allow water to remain in the sill channels or run down into the lift shaft. Do not force or hold doors open. Stop the lift before cleaning. 	Weekly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B5	Escalators					
	<ul style="list-style-type: none"> Glass and skirting at balustrades 	<ul style="list-style-type: none"> Damp wipe stainless steel finishes with a stainless steel cleaner. Damp wipe balustrades glass finishes with approved glass cleaner and soft materials to remove finger marks, dirt and other stains. 	-	-		
	<ul style="list-style-type: none"> Handrails 	<ul style="list-style-type: none"> Damp wipe the conveyor belt and railing with a clean cloth to remove marks or stains. <p>Note: Care should be taken to keep the escalator dry at all times.</p>	<ul style="list-style-type: none"> Vacuum-clean the step. Polish stainless steel finishes. 	Weekly		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B5	Escalators					
	<ul style="list-style-type: none"> Landing / Step Structure Surfaces 	<ul style="list-style-type: none"> All surfaces within reach shall be cleaned to be free from debris, litter or spills which may risk breaking down the escalator. <p>Note</p> <ul style="list-style-type: none"> All spillages and the accumulation of debris, and etc., should be cleaned up / removed as soon as possible, as these contaminations could significantly increase the risk of slips and falls. No excess of water shall be used in the cleaning. When water seeps into the escalator internal, it would reduce friction at Handrail Drive Wheels causing dangerous handrail slipping and other water damage. No aggressive scrubbing or hard brushing is allowed. Aggressive scrubbing or hard brushing can cause scratching on the stainless steel or glass surface. 	-	-		

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B5	<p>Escalators</p> <ul style="list-style-type: none"> Finished stainless steel surface 	<ul style="list-style-type: none"> Damp-mop stainless steel finishes with approved stainless steel cleaner and soft dry cloth to remove dust, dirt, stain or mark without destroying all wax coats. 	<p>Polish the stainless steel surface</p> <ul style="list-style-type: none"> Clean with white micro-fibre cloth dampened with stainless steel cleaner following the grain to remove all smears and previous. Use clean dry white micro-fibre cloth to remove remains of stainless steel cleaner. Apply pure soft white wax (no additives such as silicon). Using clean white micro-fibre cloth, following the grain. Allow to dry and buff with clean white micro-fibre cloth. No aggressive scrubbing or hard brushing is allowed. Aggressive scrubbing or hard brushing can cause scratches on stainless steel surface. 	Fortnightly	

B) COMMON INVENTORIES AT ALL FLOORS - LEVEL 1 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
B6	Staircases					
	• Door surface / frames / closers	• Wipe clean door surfaces to clear finger prints and stain marks.	-	-		
	• Floor	• Sweep to remove all loose-dirt, litter, debris etc; • Spot clean any marks/ spills/ stains as and when required.	• Wash and scrub.	Biannual		
	• Emulsion Painted Wall Surfaces	• Spot clean any marks/ spills/ stains as and when required.	• Damp clean areas dirtied finger marks / spills and stains with a solution of water and detergent.	Monthly		
	• Handrails	• Damp wipe to remove all dirt and marks etc.	-	-		
	• Ceiling Surfaces	-	• Clean with feather-dust and brush head vacuum cleaner to remove cobwebs etc.	Biannual		

C) CARPARK - LEVEL 1

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
C1	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, dust, at car park. <p>Note: Spot cleaning or thorough scrubbing of floor shall be carried out to remove oil spillage or grease stain caused by the vehicles as and when required.</p>	<ul style="list-style-type: none"> Thoroughly scrub all the floor with solution of water and degreaser to remove oil/grease or stubborn stain in the car park, rinse with clean water and mop dry. 	Quarterly		
	<ul style="list-style-type: none"> Emulsion painted wall / column surfaces 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required 	<ul style="list-style-type: none"> Damp clean areas dirtied finger marks and stains with a solution of water and detergent. 	Quarterly		
	<ul style="list-style-type: none"> Ceiling Surface 	<ul style="list-style-type: none"> All air-con diffusers, speakers and exhaust grilles to be damp cleaned or used brush head vacuum cleaner to clear accumulated dust. <p><u>Not exceeding 3.5m high</u></p> <ul style="list-style-type: none"> Feather-dust to remove cobwebs, insect nest, dead insects, and pollutants. 	<p><u>Beyond 3.5m high (include high bay ceiling)</u></p> <ul style="list-style-type: none"> Clean with brush head vacuum cleaner to remove dust, stains and containments. 	Fortnightly		
	<ul style="list-style-type: none"> Directional and information signs , light Fitting, Electrical Distribution Board Housing etc 	<ul style="list-style-type: none"> Spot clean any dusts / stains as and when required. 	<ul style="list-style-type: none"> For all low level directional and information signs, graphics, damp-clean to remove stains/ finger print marks, water marks, etc. 	Weekly		
	<ul style="list-style-type: none"> Ducting, Piping and Trunking 	<ul style="list-style-type: none"> Spot clean heavy accumulated dusts / stains as and when required. 	<ul style="list-style-type: none"> Clean all ductings, piping and trunking. 	Biannual		
	<ul style="list-style-type: none"> Carpark Machine 	<ul style="list-style-type: none"> Wipe clean the housing surfaces of entry and exit ticket readers and barriers 	-	-		

C) CARPARK - LEVEL 1

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
C1	<ul style="list-style-type: none"> Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels, emergency phones and break glass 	-	<ul style="list-style-type: none"> Sweep and damp wipe with a solution of water and detergent. Dry surface with a soft cloth. 	Monthly		
	<ul style="list-style-type: none"> Exhaust/ Fresh air grilles 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Damp wipe with detergent to remove dust, stains and containments. 	Fortnightly		

D) PERFORMANCE VENUES AT LEVEL 2 AND LEVEL 3

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
D1	Performance Venues (Concert Hall, Drama Theatre and Theatre Studio, Gallery including backstage, stores and dressing rooms)					
	Note All works carried out in venues shall also follow specified time frame by Office of Venue Management.					
	<ul style="list-style-type: none"> Floor 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, litter, debris etc; Spot clean any marks/ spills/ stains as and when required. <p><u>For Carpeted Area (Green Room only)</u></p> <ul style="list-style-type: none"> Vacuum to remove any dry particles and dirt (with a minimum of 2 to 3 passes) Spot dry-clean or bonnet buffing as and when required. Blower must be used to dry up the area. All carpet treated with solvents or chemical are to be neutralised immediately. 	<ul style="list-style-type: none"> Sweep and damp mop floor with cleaner. <p><u>For Carpeted Area (Green Room only)</u></p> <ul style="list-style-type: none"> Pile lift and bonnet buff the carpet with approved chemical. Blower must be used to expedite the drying time. Corrective cleaning (steam extraction) shall be done once in every 6 months. 	Monthly		
	<ul style="list-style-type: none"> Walls 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required 	<ul style="list-style-type: none"> Damp clean areas with dirtied finger marks and stains with a solution of water and detergent. 	Fortnightly		
	<ul style="list-style-type: none"> Litter bin 	<ul style="list-style-type: none"> Empty, wipe clean and replace the plastic lining as and when required (minimum once daily), and transport all refuse collected to the bin-centre. 	<ul style="list-style-type: none"> Wash thoroughly (both inside and outside) and wipe dry. 	As and when they are badly soiled or stained, but at least once a week.		

D) PERFORMANCE VENUES AT LEVEL 2 AND LEVEL 3

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning	Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
D1	Performance Venues (Concert Hall, Drama Theatre and Theatre Studio, Gallery including backstage, stores and dressing rooms)				
	Note All works carried out in venues shall also follow specified time frame by Office of Venue Management.				
	<ul style="list-style-type: none"> Fire extinguisher, fire hose reel box, dry riser cabinets, fire alarm panels, emergency phones and break glass Aircon diffusers 	-	<ul style="list-style-type: none"> Sweep and damp wipe with a solution of water and detergent. Dry surface with a soft cloth. 	Monthly	
	<ul style="list-style-type: none"> Staircase 	<ul style="list-style-type: none"> Sweep to remove all loose-dirt, litter, debris etc; Spot clean any marks/ spills/ stains as and when required. Damp wipe handrails to remove all dirt and marks etc. 	<ul style="list-style-type: none"> Sweep staircases at obscure areas. (eg DT stairs to grid from OVM pantry) 	Monthly	
	<ul style="list-style-type: none"> Glass, windows and the like 	-	<ul style="list-style-type: none"> Damp-clean glazed windows lower than 3.5 m with water and approved detergent . 	Biannual	
	<ul style="list-style-type: none"> Dressing room table top, ledge and chairs (including mirror) 	<ul style="list-style-type: none"> Use approved cleaning detergent to clean table top, ledge, chairs and mirrors. 	-	-	
	<ul style="list-style-type: none"> Audience seats 	<ul style="list-style-type: none"> Spot clean stains and marks using wet/dry shampooing machine. (daily or as and when required) 	-	Biannual	
	<ul style="list-style-type: none"> Aircon grilles 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Damp wipe with detergent to remove dust, stains and containments. 	Biannual	

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
E1	<ul style="list-style-type: none"> Multi-Purpose Hall, Lecture Theatre, Arts Studios, Dance Studios, Theatre Studios, Gym, Library 					
	<ul style="list-style-type: none"> Floors 	<ul style="list-style-type: none"> Sweep and damp mop the floor. <p>Note: Excessive water must be avoided as the final result must be a dry non-slip surface and cleaning method must not damage timber floor.</p>	<ul style="list-style-type: none"> Polish or burnish the floor with high speed burnishing machine and approved emulsion polish. 	Biannual		
	<ul style="list-style-type: none"> Emulsion painted walls / columns and partition surface 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Damp clean areas dirtied finger marks and stains with a solution of water and detergent. 	Fortnightly		
	<ul style="list-style-type: none"> Window Roller Blinds / Curtains 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Feather-dust to remove cobwebs, dust, etc. 	Monthly		
			<ul style="list-style-type: none"> Damp-clean with a solution of water and detergent. All dust and deposits shall be removed from slats, tapes and gear that shall be left uniformly clean and free from cleaning marks. 	Biannual		
	<ul style="list-style-type: none"> Glass, windows and the like 	-	<ul style="list-style-type: none"> Damp-clean glazed windows lower than 3.5 m with water and approved detergent . 	Weekly		
<ul style="list-style-type: none"> Lecture theatre chairs / Library tables and chairs/ Gym equipment 	<ul style="list-style-type: none"> Daily dusting Spot clean any marks/ spills/ stains as and when required. 	<ul style="list-style-type: none"> Moist wipe with detergent 	Weekly			

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
E1	Multi-Purpose Hall, Lecture Theatre, Arts Studios, Gym, Library					
	<ul style="list-style-type: none"> Fittings, fitments and furniture (including fire extinguishers, hose reel, open cabinets and shoe racks) 	<ul style="list-style-type: none"> Damp clean all furniture/ gym equipment and tables to remove dust, dirt, and stains, etc 	<ul style="list-style-type: none"> Damp clean furniture/ gym equipment with approved detergent and diluted disinfectant. 	Weekly		
			<ul style="list-style-type: none"> Vacuum clean all fabric upholstery of furniture Damp clean metal components. 	Monthly		
			<ul style="list-style-type: none"> Polish all timber furniture and counter with an approved liquid furniture polish. 	Fortnightly		
	<ul style="list-style-type: none"> Switches/ power points / pictures 	-	<ul style="list-style-type: none"> Moist wipe with detergent to remove dirt and stain. 	Weekly		
	<ul style="list-style-type: none"> Ceiling surface 	-	<u>Not exceeding 3.5m high</u> <ul style="list-style-type: none"> Feather-dust to remove dust and cobwebs. Damp clean air-con diffusers, speakers and exhaust grilles. 	Monthly		
<ul style="list-style-type: none"> Door surface / frames / closers 	<ul style="list-style-type: none"> Wipe clean door surfaces to clear finger prints and stain marks. 	-	-			
<ul style="list-style-type: none"> Light fittings and aircon diffusers. 	<ul style="list-style-type: none"> Spot clean any dusts / stains as and when required. 	<ul style="list-style-type: none"> For all low level aircon diffusers and light fittings, damp-clean to remove stains/ finger print marks, water marks, etc. 	Weekly			

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
E2	Staff offices (including OVM office), Meeting and Discussion Rooms including Teacher Resource Centre (TRC) and Approaches To Learning (ATL) and FOH room					
	<ul style="list-style-type: none"> Vinyl flooring 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required 	<ul style="list-style-type: none"> Moist mop with mild detergent. 	Weekly		
			<ul style="list-style-type: none"> Buffing of vinyl flooring. 	Quarterly		
	<ul style="list-style-type: none"> Carpeted flooring 	<ul style="list-style-type: none"> Vacuum to remove any dry particles and dirt (with a minimum of 2 to 3 passes) Spot dry-clean or bonnet buffing as and when required. Blower must be used to dry up the area. All carpet treated with solvents or chemical are to be neutralised immediately. 	<ul style="list-style-type: none"> Pile lift and bonnet buff the carpet with approved chemical. Blower must be used to expedite the drying time. 	Biannual		
			<ul style="list-style-type: none"> Corrective cleaning (steam extraction) shall be done once in every 6 months. 			
<ul style="list-style-type: none"> Walls 	<ul style="list-style-type: none"> Spot clean any marks/ spills/ stains as and when required 	<ul style="list-style-type: none"> Damp clean areas dirtied finger marks and stains with a solution of water and detergent. 	Fortnightly			
<ul style="list-style-type: none"> Window Roller Blinds / Curtains 	-	<ul style="list-style-type: none"> Feather-dust to remove cobwebs, dust, etc. 	Weekly			
		<ul style="list-style-type: none"> Damp-clean with a solution of water and detergent. All dust and deposits shall be removed from slats, tapes and gear that shall be left uniformly clean and free from cleaning marks. 	Monthly			
<ul style="list-style-type: none"> Glass, windows and the like 	-	<ul style="list-style-type: none"> Damp-clean glazed windows lower than 3.5 m with water and approved detergent . 	Monthly			

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
E2	Staff offices (including OVM office), Meeting and Discussion Rooms including Teacher Resource Centre (TRC) and Approaches To Learning (ATL) and FOH room					
	<ul style="list-style-type: none"> Fittings, fitments and furniture (including fire extinguishers, hose reel, open cabinet and display items) 	<ul style="list-style-type: none"> Damp clean all fittings and tables to remove dust, dirt, and stains, etc 	<ul style="list-style-type: none"> Damp wipe furniture with approved detergent and diluted disinfectant. Damp wipe FOH room tables and chairs with approved detergent and diluted disinfectant. 	Weekly		
			<ul style="list-style-type: none"> Vacuum clean all fabric upholstery of furniture Damp wipe metal components. 	Monthly		
			<ul style="list-style-type: none"> Polish all timber furniture and counter with an approved liquid furniture polish 	Quarterly		
	<ul style="list-style-type: none"> Ceiling surface 	<ul style="list-style-type: none"> Feather-dust to remove dust and cobwebs. 	<u>Not exceeding 3.5m high</u> <ul style="list-style-type: none"> Damp clean air-con diffusers, speakers and exhaust grilles. 	Monthly		
	<ul style="list-style-type: none"> Pantry/ Refrigerator 	<ul style="list-style-type: none"> Wipe and brush wash sink to remove dirt and water. Keep the vanity top dry. Wipe clean stains on surfaces of water dispenser and remove water accumulated at the draining pan. Wipe tables and chairs. 	<ul style="list-style-type: none"> Scrub/brush/wash sink with scrubbing pad to remove stubborn stains. Refrigerator interior to be free from stains and spills. 	Weekly Monthly		
	<ul style="list-style-type: none"> Waste paper bins/baskets 	<ul style="list-style-type: none"> Spot cleaning to remove spillage. Empty waste paper bins/baskets 	<ul style="list-style-type: none"> Wash thoroughly (both inside and outside) and wipe dry as and when they are badly soiled or stained. 	Weekly or as and when required		
	<ul style="list-style-type: none"> Telephones 	-	<ul style="list-style-type: none"> Wipe and spray with telephone freshener 	Weekly		

E2	<ul style="list-style-type: none"> Switches/ power points / pictures 	-	<ul style="list-style-type: none"> Moist wipe with detergent to remove dirt and stain. 	Weekly		
	<ul style="list-style-type: none"> Door surface / frames / closers 	<ul style="list-style-type: none"> Wipe clean door surfaces to clear finger prints and stain marks. 	-	-		
	<ul style="list-style-type: none"> Light fittings and aircon diffusers. 	<ul style="list-style-type: none"> Spot clean any dusts / stains as and when required. 	<ul style="list-style-type: none"> For all low level aircon diffusers and light fittings, damp-clean to remove stains/ finger print marks, water marks, etc. 	Weekly		

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
E3	Canteen (Note: daily cleaning of kitchen cooking areas and sanitary wares are by vendors.)					
	• Floor	• Sweep to remove all loose-dirt, dry leaves, litter, debris etc daily;	• Thoroughly scrub the area with solution of water and degreaser to remove oil/grease or stubborn stain. Then rinse the floor with clean water and mop dry.	Monthly		
	• Benches	• Damp clean all furniture and tables to remove spills, dust, dirt, stickers and stains, etc	-	-		
	• Tables/ Chairs	• Use solution of water and degreaser to remove oil/grease as and when required.				
	• Bulk Bins/ Litter bins	<ul style="list-style-type: none"> • Empty, wipe clean and replace the plastic lining at least three times a day (i.e. 0900 hrs, 1200 hrs and 1500 hrs) and as and when required. • Transport all refuse collected to the refuse bin-centre, or approved recycle waste transition points. <p>Note: The inside of litter bin shall be lined with fitted black polythene bag and the top end folded down neatly. Any damaged metal lining, logo sticker, missing litter bin, etc shall be reported to the Company.</p>	• Empty, wash thoroughly (both inside and outside) and wipe dry.	Weekly		

E) SCHOOL TEACHING AND LEARNING AREAS - LEVEL 5 TO LEVEL 10 (Continued)

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
E3	Canteen (Note: daily cleaning of kitchen cooking areas and sanitary wares are by vendors.)					
	• Light fittings.	• Spot clean any dusts / stains as and when required.	• Damp wipe to remove stains/ finger print marks, water marks, etc.	Quarterly		
	• Ceiling fans and surfaces	<u>Not exceeding 3.5m high</u> • Feather-dust to remove cobwebs, insect nest, dead insects, and pollutants.	<u>Beyond 3.5m high (include high bay ceiling)</u> • Clean with brush head vacuum cleaner to remove dust, stains and containments. • Damp wipe to remove stains/ dust, etc.	Quarterly		
	• Walls	• Spot clean any marks/ spills/ stains as and when required	• Damp clean areas dirtied finger marks and stains with a solution of water and detergent.	Quarterly		
	• Switches/ power points / pictures	-	• Moist wipe with detergent to remove dirt and stain.	Weekly		

F) BIANNUAL CLASSROOM CLEANING

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	Contractor Proposed Method Statement
			Description	Frequency		
F1	<ul style="list-style-type: none"> Door surface / frames / closers 	-	<ul style="list-style-type: none"> Wipe clean door surfaces to clear finger prints and stain marks. 	Biannual		
	<ul style="list-style-type: none"> Floor 	-	<ul style="list-style-type: none"> Sweep and thoroughly scrub the area with solution of water and degreaser to remove oil/grease or stubborn stain. Then rinse the floor with clean water and mop dry. 			
	<ul style="list-style-type: none"> Walls/ Partition 	-	<ul style="list-style-type: none"> Damp clean areas dirtied finger marks and stains with a solution of water and detergent. 			
	<ul style="list-style-type: none"> Ceiling fans and surfaces 		<ul style="list-style-type: none"> Feather dust and damp clean ceiling surfaces and fans. 			
	<ul style="list-style-type: none"> Glass, windows and the like 	-	<ul style="list-style-type: none"> Damp-clean glazed windows with water and approved detergent . 			
	<ul style="list-style-type: none"> Furniture/ Cabinets 	-	<ul style="list-style-type: none"> Damp wipe furniture surfaces with approved detergent and diluted disinfectant to remove dust, dirt, stickers and stains, etc. 			
	<ul style="list-style-type: none"> Switches/ power points / pictures 	-	<ul style="list-style-type: none"> Moist wipe with detergent to remove dirt and stain. 			
	<ul style="list-style-type: none"> White boards 	-	<ul style="list-style-type: none"> Use approved cleaning solution to clean white board. 			
<ul style="list-style-type: none"> Light fittings, speakers, etc. 	-	<ul style="list-style-type: none"> Damp wipe to remove stains/ finger print marks, water marks, etc. 				

The Contractor shall submit a monthly report together with monthly progress claim which include checklist done by their Quality Team and taking progress photos weekly, and in colour.

G) ANNUAL EXTERNAL GLASS/WINDOW BUILDING FAÇADE CLEANING, INTERNAL BUILDING HIGH-LEVEL AREAS FROM LEVEL 5 TO LEVEL 10 , AND CLEANING AND POLISHING FOR ESCALATORS AND GANTRY SHELTERS

S/No	Inventory / Cleaning Areas	Daily Cleaning	Routine / Periodic Cleaning		Contractor Proposed Operation Frequency	*Contractor Proposed Method Statement
			Description	Frequency		
G1	External glass/window building facade					
	<ul style="list-style-type: none"> Glass, windows, frames and the like 	-	<ul style="list-style-type: none"> Damp-clean all external façade glazed windows using water and approved detergent, inclusive of removal of dust, dirt, watermarks and common surface stains. 	Once per Contract Period		
G2	Internal building high-level areas including Multi-Purpose Hall, Library, Orchestral Rehearsal Studio and Big Dance Studio and glass panels below level 5 main staircase (Opposite Level 5 Gantry) including Gantry Glass Panels;					
	<ul style="list-style-type: none"> Glass, windows, frames and the like 	-	<ul style="list-style-type: none"> Damp-clean all internal windows, using water and approved detergent, inclusive of removal of dust, dirt, watermarks and common surface stains. 	Once per Contract Period		
G3	Escalators (Level 2, Level 3 and Level 5), Gantries and Gantry Shelters (Level 2 and Level 5)					
	<ul style="list-style-type: none"> Finished stainless steel surface 	-	Polish the stainless steel surface, <ul style="list-style-type: none"> Clean with white micro-fibre cloth dampened with stainless steel cleaner following the grain to remove all smears and previous. Use clean dry white micro-fibre cloth to remove remains of stainless steel cleaner. Apply pure soft white wax (no additives such as silicon). Using clean white micro-fibre cloth, following the grain. Allow to dry and buff with clean white micro-fibre cloth. No aggressive scrubbing or hard brushing is allowed. Aggressive scrubbing or hard brushing can cause scratches on stainless steel surface. 	Once per Contract Period		

Annex D8 :
SCHEDULE OF RESPONSE TIME

SCHEDULE OF RESPONSE TIME

1.0 General

1.1 Liquidated Damages and Deductions for Non-Delivery and/or Non-Performance (refer to Annex F) shall be deducted from the Contractor due to any failure by the Contractor's personnel to respond to the following requests as required in the Contract.

<u>Priority</u>	<u>Category</u>	<u>Response time</u>	<u>Liquidated Damages (if response time is exceeded)</u>
Priority 1	Emergency	½ hour	Refer to Annex F
Priority 2	Urgent	1 hour	Refer to Annex F
Priority 3	Routine	8 hours	Refer to Annex F
Priority 4	Non-Urgent	2 days	Refer to Annex F

The Company shall define the priority of work requests. The definition of the order of priority is as follows: -

1.1.1 Priority 1

Requests, which are categorised under emergency, such as to protect assets from serious damage (e.g. cleaning required caused by flooding, fire, etc.). For requests reported after Working Hours, the Contractor is allowed an extra ½ hour for travelling.

1.1.2 Priority 2

Requests, which are categorised under urgent, such as attendance in preparation for any major events, equivalent functions, or VIP visits.

1.1.3 Priority 3

Requests, which are categorised under routine, such as to clean additional classroom areas.

1.1.4 Priority 4

Requests, which are categorised under non-urgent, such as to send curtains to laundry.

1.2 "Response time" shall mean the time of a request is made to the time when the suitably qualified Contractor's personnel arrived at the Building and attend to the request.

If the response time is exceeded, the Company shall provide an opportunity for the Contractor to explain. The Company may decide not to impose the Liquidated Damages due under the Contract, if the Company is satisfied with the Contractor's explanation.

Annex D9 :
DELIVERABLES AGAINST PAYMENT

DELIVERABLES AGAINST PAYMENT

1. The monthly payment (excluding of the GST) to the Contractor shall be calculated by applying the percentage of the Monthly Contract Sum based on his delivery performance as stated below. Actual payment shall be subject to variations in the Contract.

MONTH	ACTIVITY	PRE-REQUISITE DELIVERABLES
1st month of the Base Period	All Base Scope of Services	a) Banker's Guarantee
		b) Approved Work Programme
		c) Approved Proposal of Deployment of Manpower
		d) Punch Card / Time Recorder System
		e) Approved Proposal of of Environmental Sanitation Programme
		f) Deliver Contractor's Equipment & Materials
		g) Approved Setting up for the emergency procedure for Pandemic Event n
		h) Copies of Letters of Appointment of the Cleaning Staff, Copies of Agreements with Suppliers for Air Fresheners, Sanitary Towel Disposal Bin and Declarations and undertaking on safeguarding official information
		i) Monthly Safety Audit Inspection Report in accordance to workplace safety and health guidelines (Cleaning and Custodial Services)
		j) Job-sheets for Sanitary Bins
		k) Monthly Inspection Report on Illegal Immigrants
		l) Logging and compiling on attendance of the Cleaning Staff
		m) Monthly Report on Job Status, Performance, Response and Delivery Time
n) Weekly inspection report with the Company		

For the 1st month, the above shown are pre-requisite deliverables to be submitted to the Company for payment. All submitted documents must be full set, partial submission will be considered non-compliance and will incur Liquidated Damages to the Contractor. The full set of documents must be submitted within seven (7) days of the following month and invoice to be generated seven (7) days after submission of the full set of documents.

MONTH	ACTIVITY	PRE-REQUISITE DELIVERABLES
2nd month of the Base Period and Option Period onwards	All Base Scope of Services	a) Monthly Safety Audit Inspection Report
		b) Job-sheets for Sanitary Bin
		c) Monthly Report on Job Status, Performance, Response and Delivery Time
		d) Monthly Inspection Report On Illegal Immigrants
		e) Logging and compiling on attendance of cleaners
		f) Weekly inspection report with the Company

For 2nd month onwards, Progressive Payment will be calculated against the score for Monthly Key Performance Indicator (KPI) stated in D6/1, the above shown are pre-requisite deliverables to be submitted to the Company for payment. All submitted documents must be full set, partial submission will be considered non-compliance and will incur Liquidated Damages to the Contractor. The full set of documents must be submitted within seven (7) days of the following month and invoice to be generated seven (7) days after submission of the full set of documents.

Annex E :
BANKER'S GUARANTEE

BANKER'S GUARANTEE FOR SECURITY DEPOSIT

To : _____

TENDER FOR THE PROVISION OF CLEANING SERVICES AT SCHOOL OF THE ARTS, SINGAPORE

In consideration of Singapore Arts School Ltd (hereinafter called the "Company"), agreeing at the request of _____
(hereinafter called the "Contractor") to accept an unconditional guarantee in lieu of the deposit of Singapore Dollars _____
_____. (S\$_____).

We, _____ a company
incorporated in the Republic of Singapore and having its registered office at Singapore

(hereinafter called the "Surety") HEREBY UNDERTAKE TO PAY AND SATISFY you forthwith without any question or qualification on your first demand to us in writing without any reference to the Contractor and notwithstanding any notice given by the Contractor to the Surety not to pay the sum or sums so demand to the Company/SAS. PROVIDED ALWAYS that our liability hereunder shall be limited to the sum of Singapore Dollars _____
_____. (S\$_____).

This guarantee shall take effect from _____ to _____ ("Expiry Date").

This guarantee shall take effect immediately and shall continue to be in force for the period of contract or any extended/renewed period thereof.

This guarantee is conditional upon a claim being made by the Company by notice in writing to us and a claim hereunder must be made within three (3) months from the Expiry Date of this guarantee. Thereafter this guarantee shall automatically cease to have any effect whatsoever whether or not it is returned to the Surety for cancellation.

The Surety shall not be discharged or released from this guarantee by any arrangement made between the Contractor and the Company with or without the consent of the Surety, or by any forbearance whether as to amount, time, performance or in any other way.

Notwithstanding any provision in this guarantee any demand under this guarantee shall be conclusive evidence that the sum or sums demanded is or are due and payable provided that the maximum aggregate liability of the Surety shall not exceed the sum stated above.

This guarantee is not assignable nor transferable.

This guarantee shall be governed by and construed in accordance with the Laws of Singapore and the Surety agrees to submit to the exclusive jurisdiction of the Singapore Courts.

Dated this the _____ day of _____ 2026.

NAME, DESIGNATION AND)	
SIGNATURE OF OFFICER)	
AUTHORISED)	
TO SIGN FOR AND ON BEHALF OF)	_____ Name
THE)	
AFOREMENTIONED BANK)	
)	
)	
)	_____ Designation
)	
)	
)	
)	_____ Authorised Signature

In the presence of
(witness)
NAME : _____
DESIGNATION : _____
SIGNATURE : _____
ADDRESS : _____
DATE : _____

Annex F :
LIQUIDATED DAMAGES AND
DEDUCTIONS FOR NON-DELIVERY
AND/OR NON-PERFORMANCE

LIQUIDATED DAMAGES AND DEDUCTIONS FOR NON-DELIVERY AND/OR NON-PERFORMANCE**1. Liquidated Damages**

- 1.1 Without prejudice to all rights and remedies available to the Company, the Contractor shall be liable to pay Liquidated Damages as set out in the Invitation to Tender in respect of any breaches, failures, omissions or other acts specified therein.
- 1.2 Notwithstanding the preceding clause, the Company shall be entitled to employ and pay others to carry out the subject-matter of the breach, failure, omission or other acts and the amount of any loss, expenses, costs or damages suffered or incurred by the Company shall be recoverable from the Contractor.
- 1.3 If the Contractor, after receipt of an instruction from the Company, fails to comply with it within fourteen (14) days (or within such period as may be stipulated in the instruction):
 - 1.3.1 the Company may employ and pay other persons to do whatever may be necessary to give effect thereto and may recover the amount of any cost, loss, expense or damage incurred or suffered in connection therewith; and
 - 1.3.2 the amount of any other loss or damage suffered or incurred by the Company as a result of the Contractor's default shall be recoverable from the Contractor.
- 1.4 If by reason of any accident or failure or other event occurring to or in connection with the Works, either during the execution of the Works or during the Defects Liability Period (DLP), any remedial or other work shall in the opinion of the Company become urgently necessary and the Contractor is unable or unwilling at once to do such remedial or other work immediately, the Company may authorise the carrying out of such remedial or other work by a person other than the Contractor. If the remedial or other work authorised by the Company is, in the Company's opinion, work that the Contractor was required to perform or for which the Contractor was otherwise responsible under the Contract, the Company shall be entitled to recover from the Contractor any costs, losses, expenses, or damages incurred in carrying out such work.
- 1.5 The Contractor shall be given seven (7) days to explain why Liquidated Damages should not be imposed. If the explanation given is not acceptable to the Company, the Company shall be entitled to impose the Liquidated Damages to the Contractor.

No	Description	Liquidated Damages	Remarks
1	Work not in compliance with Authority or Statutory Requirements	S\$300	Per case
2	Misrepresentation or falsifying attendance / toilet inspection card or cheating on any cleaning procurement or any operation matter	S\$300	Per occurrence
3	Shortage of cleaner/Supervisor due to absenteeism, medical leave or for any other reason whatsoever and failure of the Contractor to provide such replacement(s) within a time period of two hours	S\$150	Per cleaner per occasion per shift
4	Failure to report to work on time	S\$30	Per occasion per workman per day
5	25% or more cleaners absent from the workplace during their working hours (on Man-day basis)	S\$500	Per occasion (this is on-top of the LD for each shortage)
6	<u>Repetitive Low Level of Cleaning Performance</u> Cleaning Performance more than 10% below the Monthly Performance Benchmark for a) Four (4) inspection on cumulative basis b) Every additional inspection on cumulative basis	 S\$2,500 S\$2,500	 Poor performance is recorded on a cumulative basis over the Base Period, inclusive of Option Period
7	Written Complaints from the Company pertaining to Contractor's unsafe practices	S\$300	Per complaint
8	Accident that must reported to MOM under the Workplace Safety and Health (Incident Reporting) Regulations	S\$300	Per accident
9	Failure to comply with the the Company specific instructions (verbal or written) or performance to their satisfaction	S\$300 S\$50	Per occasion and further S\$50 for every day that the instruction is not carried out
10	Failure to respond to calls for cleaning service categorised as emergency/ urgent	S\$150	Per hour or part thereof exceeded
11	Failure to respond to calls for cleaning service categorised as routine/ non-urgent	S\$100	Per occasion
12	Misconduct by the cleaner/workmen such as sleeping, smoking, quarrelling, drinking of alcoholic beverages, and misbehaviour that causes nuisance, harassment, disturbances to staffs, teachers/ students and visitors	S\$300	Per occasion per day
13	Failure to put up cleaning/warning/safety signage when carrying out work e.g. toilet cleaning, mopping, polishing and external washing etc.	S\$100	Per location/occasion

No	Description	Liquidated Damages	Remarks
14	Failure to observe safety requirement / precaution while working (esp. using machines)	S\$500	Per occasion
15	Failure to supervise and check daily routine or schedule work	S\$100	Per occasion per day
16	Failure to carry out the required cleaning services or adhere to the cleaning frequency/ schedule	S\$20	Per item of work per day
17	Failure to put on proper attire like uniform, shoes and passes or maintain clean and presentable	S\$50	Per workman per day
18	Failure to use/ issue or inappropriate use of approved chemical, material, machinery, tool and equipment (i.e. cleaning dry mop, broom/cloth for different surfaces, vacuum cleaners, etc.)	S\$50	Per occasion per day
19	Failure to replace sundries in toilet (such as liquid soap / sanitiser, jumbo roll, toilet paper, air freshener, urinal walex, etc.)	S\$50	Per occasion per day
20	Failure to upkeep/ maintain the cleaner's store in a tidy and clean condition	S\$50	Per occasion per day
21	Misuse of properties, equipment, facilities (such as rest at authorised hours or area, unauthorised usage of fire hose reel, etc.)	S\$200	Per occasion per day
22	Failure to report all defects and damages which requires immediate attention	S\$100	Per occasion per day
23	Detection of mosquitoes breeding grounds by S.O. Representative and/or NEA Officer - 1 st Offence - 2 nd Offence and subsequent	S\$300 S\$500	Per incident
24	Illegal Workmen and/or Workmen with invalid Work Permit - 1 st irregularity - 2 nd irregularity	S\$5,000 S\$5,000 Termination of Contract	Per incident

Annex G :
**DECLARATION OF PROGRESSIVE
WAGE (PW) MARK ELIGIBILITY**

Our Ref : SAS/OP/2026/005/T

Attention : _____ <firm>

SAS requires your firm to complete and submit the following form setting out information on your firm's eligibility and status for the Progressive Wage (PW) Mark to _____
<name> _____ <email> by _____ <date>.

DECLARATION ON PROGRESSIVE WAGE (PW) MARK ELIGIBILITY

1. My firm _____ <entity name>, _____ <UEN>, hereby declares that my firm has:
 - a. read the information on the Sectoral Progressive Wages (“**SPW**”) and Occupational Progressive Wages (“**OPW**”) under the Progressive Wage Model as published on MOM's website (at <https://www.mom.gov.sg/employment-practices/progressive-wage-model/what-is-pwm> and its related pages) on the wage schedules and job descriptions on the covered sectors and occupations; and
 - b. assessed whether my employees (who are Singapore Citizens or Permanent Residents) are covered under the prevailing SPW and OPW.
2. My firm hereby provides information on the employees covered by paragraph 1 above in the following table:

Sector	For each of the sector shown below, to indicate: - “Yes” if the firm employs any <u>Singapore Citizen or Permanent Resident</u> ; or - “No” if the firm does not employ any <u>Singapore Citizen or Permanent Resident</u> .
Cleaning (including in-house cleaners)	<i>[Yes / No]</i>

**with effect from 1 Jul 2023.*

3. I understand that if my firm has declared 'Yes' for any of the sector(s) or occupation(s) listed above, my firm is eligible for the PW Mark.

[Please indicate the appropriate follow up actions below.]

- My firm hereby **attach a copy of my firm's PW Mark e-Certificate** (or proof of application submission for PW Mark).
- My firm hereby **undertakes to apply for the PW Mark and submit proof of application submission for PW Mark** to MOE by _____ <date>. My firm has not applied for PW Mark due to:

[Please indicate reason(s)]

- My firm hereby declares that we will not be applying for the PW Mark and understand that this is a non-compliance to the Conditions of Contract.

[Please indicate reason(s) for not applying]

Submitted by (Authorised Representative) : _____

Designation: _____

Signature: _____

Date: _____

Annex H :
STATEMENT OF COMPLIANCE

STATEMENT OF COMPLIANCE

*The indication will be deemed to be applicable to each **main** section, unless it is clearly stated to be otherwise.

** Please indicate the specific items/points of non-compliance where applicable.

Specification	Compliance (C/NC)*	Explanatory Remark**
ANNEX A - CONDITIONS OF CONTRACT		
1		
1.1		
1.2		
1.2.1		
1.2.2		
1.2.3		
1.3		
1.4		
1.5		
1.6		
2		
2.1		
3		
3.1		
3.2		
3.2.1		
3.2.2		
3.3		
4		
4.1		
4.2		
4.3		
4.4		
4.5		
4.6		
4.7		
4.8		
5		
5.1		
6		
6.1		
7		
7.1		
8		
8.1		
8.1.1		
8.1.2		
8.1.3		
8.1.4		
8.1.5		
8.1.6		
9		
9.1		
9.2		
10		
10.1		
10.2		

Specification	Compliance (C/NC)*	Explanatory Remark**
10.3		
11		
11.1		
12		
12.1		
12.1.1		
12.1.2		
12.1.3		
12.1.4		
12.2		
12.2.1		
12.2.2		
12.2.3		
12.2.4		
12.2.5		
12.3		
12.4		
13		
13.1		
13.1.1		
13.1.2		
13.1.3		
13.1.4		
13.2		
14		
14.1		
15		
15.1		
16		
16.1		
17		
17.1		
17.1.1		
17.1.2		
17.2		
17.3		
17.3.1		
17.3.2		
17.3.3		
17.4		
18		
18.1		
19		
19.1		
20		
20.1		
20.2		
21		
21.1		
22		
22.1		
23		
23.1		
23.2		
24		
24.1		

Specification	Compliance (C/NC)*	Explanatory Remark**
25		
25.1		
26		
26.1		
26.1a		
26.1b		
26.1c		
26.2		
27		
27.1		
27.2		
27.3		
27.4		
27.5		
28		
28.1		
29		
29.1		
30		
30.1		
31		
31.1		
31.1 A		
31.1 B		
31.2		
31.3		
32		
32.1		
33		
33.1		
33.1 a		
33.1 b		
33.2		
33.3		
34		
34.1		
34.2		
34.3		
35		
35.1		
35.2		
36		
36.1		
36.1 a		
36.1 b		
36.1 c		
36.1 d		
36.2		
36.3		
36.3 a		
36.3 b		
36.4		
36.4 a		
36.4 b		
36.4 c		
36.4 d		

Specification	Compliance (C/NC)*	Explanatory Remark**
36.4 e		
36.5		
36.5 a		
36.5 b		
36.5 c		
36.6		
36.7		
ANNEX B – SELECTION CRITERIA		
1.1		
1.1 a		
1.1 b		
1.1 c		
1.1 c i		
1.1 c ii		
1.1 c iii		
1.1 d		
1.1 e		
1.1 f		
1.1 f i		
1.1 f ii		
1.1 f iii		
1.1 g		
1.1 h		
1.1 i		
1.1 j		
1.1 k		
1.2		
ANNEX C – LIST OF SINGAPORE STANDARDS AND CODES OF PRACTICE		
1		
2		
3		
4		
5		
6		
7		
8		
ANNEX D1 – REQUIREMENT SPECIFICATIONS		
1.0		
1.1		
1.2		
1.3		
1.4		
2.0		
2.1		
2.2		
2.3		
2.4		
2.5		
2.6		
3.0		
3.1		
3.1.1		
3.1.2		
3.1.3		
3.2		
4.0		

Specification	Compliance (C/NC)*	Explanatory Remark**
4.1		
5.0		
5.1		
5.2		
5.3		
5.4		
5.5		
5.6		
5.7		
5.8		
6.0		
6.1		
6.2		
6.3		
6.4		
6.5		
7.0		
7.1		
7.2		
8.0		
8.1		
8.1.1		
8.1.2		
8.1.3		
8.2		
8.2.1		
8.2.2		
9.0		
10.0 - INTENTIONALLY LEFT BLANK		
11.0		
11.1		
11.2		
11.3		
11.4		
11.5		
11.6		
11.6 a		
11.6 b		
11.6 c		
11.7		
11.8		
11.9		
11.10		
11.11		
11.12		
11.13		
11.13 a		
11.13 b		
11.13 c		
11.13 d		
11.13 e		
11.13 f		
11.13 g		
11.14		
11.14 a		
11.14 b		

Specification	Compliance (C/NC)*	Explanatory Remark**
11.14 c		
11.15		
11.15 a		
11.15 b		
12.0		
12.1		
12.1 a		
12.1 b		
12.1 c		
12.1 d		
12.1 e		
12.1 f		
12.1 g		
12.1 h		
12.2		
12.2 a		
12.3		
12.3 a		
12.3 b		
12.3 c		
12.3 d		
12.3 e		
12.3 f		
12.3 g		
12.3 h		
12.3 i		
12.4		
12.5		
12.5 a		
12.5 b		
12.5 c		
12.5 d		
12.5 e		
12.5 f		
12.5 g		
12.6		
12.6 a		
12.6 b		
12.6 c		
12.6 d		
12.6 e		
12.6 f		
12.6 g		
12.6 h		
12.6 i		
12.6 j		
12.6 k		
12.6 l		
13.0		
13.1		
13.1 a		
13.1 b		
13.1 c		
13.1 d		
13.1 e		
13.1 e i		

Specification	Compliance (C/NC)*	Explanatory Remark**
13.1 e ii		
13.1 e iii		
13.1 f		
13.1 g		
13.1 h		
13.1 i		
13.1 j		
13.1 k		
13.1 l		
13.1 m		
13.1 n		
13.1 o		
13.1 p		
13.1 q		
13.1 r		
13.2		
13.2 a		
13.2 b		
13.2 c		
13.2 d		
13.2 e		
13.2 f		
13.2 g		
13.2 h		
13.2 i		
13.2 j		
13.2 k		
13.2 l		
13.2 m		
13.2 n		
13.2 o		
13.2 p		
13.2 q		
13.2 q I		
13.2 q II		
13.2 q III		
13.2 q IV		
13.2 q V		
13.2 r		
13.2 s		
13.2 t		
13.2 u		
13.2 v		
13.2 w		
13.2 x		
13.2 y		
13.2 z		
13.2 aa		
13.3		
13.3.1		
13.3.2		
13.3.3		
13.3.4		
13.3.5		
13.3.6		
13.4		

Specification	Compliance (C/NC)*	Explanatory Remark**
13.4.1		
13.4.1 a		
13.4.1 b		
13.4.1 c		
13.4.2		
13.4.2 a		
13.4.2 b		
13.4.2 c		
13.4.2 d		
13.4.2 e		
13.4.2 f		
13.4.2 g		
13.4.2 h		
13.4.2 i		
13.5		
13.5.1		
13.5.2		
13.5.2 a		
13.5.2 b		
13.5.2 c		
13.5.2 d		
13.5.2 e		
13.5.2 f		
13.5.2 g		
13.5.3		
13.5.3 a		
13.5.3 b		
13.5.3 c		
13.5.3 d		
13.5.3 e		
13.5.4		
14.0		
14.1		
15.0		
15.1		
16.0		
16.1		
17.0		
17.1		
17.1 a		
17.1 b		
17.1 c		
17.1 d		
17.1 e		
17.1 f		
17.1 g		
17.1 h		
17.1 i		
17.1 j		
17.1 k		
17.2		
17.2 a		
17.2 b		
17.2 c		
18.0		
18.1		

Specification	Compliance (C/NC)*	Explanatory Remark**
19.0		
19.1		
19.1 a		
19.1 b		
19.1 c		
19.1 d		
19.1 e		
19.1 f		
19.1 g		
19.1 h		
19.1 i		
19.1 j		
19.1 k		
19.1 l		
19.1 m		
19.1 n		
19.1 o		
19.1 p		
20.0		
20.1		
20.2		
20.3		
20.4		
20.5		
20.6		
20.7		
20.8		
20.9		
20.10		
20.11		
20.12		
20.13		
20.13 a		
20.13 b		
20.13 c		
20.13 d		
20.13 e		
20.13 f		
20.13 g		
20.13 h		
20.14		
20.15		
20.16		
20.17		
20.18		
20.19		
21.0		
21.1		
21.2		
21.3		
21.4		
21.5		
21.6		
22.0		
22.1		
23.0		

Specification	Compliance (C/NC)*	Explanatory Remark**
23.1		
23.2		
24.0		
24.1		
24.2		
24.3		
24.4		
24.5		
24.6		
25.0		
25.1		
25.2		
25.2.1		
25.2.1 a		
25.2.1 b		
25.2.1 c		
25.2.1 d		
25.2.1 e		
25.2.1 f		
25.2.1 g		
25.2.1 h		
25.2.1 i		
25.2.1 j		
25.2.1 k		
25.2.1 l		
25.2.1 m		
25.2.1 n		
25.2.1 o		
25.2.1 p		
25.2.1 q		
25.2.1 r		
25.2.1 s		
25.2.1 t		
25.2.1 u		
25.2.2		
25.2.2 a		
25.2.2 b		
25.2.2 c		
25.2.2 d		
25.2.2 e		
25.2.2 f		
25.2.2 g		
25.2.2 h		
25.2.2 i		
25.2.2 j		
25.2.2 k		
25.2.2 l		
25.2.2 m		
25.2.2 n		
25.2.2 o		
25.2.2 p		
25.2.2 q		
25.2.2 r		
25.2.2 s		
25.2.2 t		
25.2.2 u		

Specification	Compliance (C/NC)*	Explanatory Remark**
25.2.3		
25.2.3 a		
25.2.3 b		
25.2.3 c		
25.2.3 d		
25.2.3 e		
25.2.3 f		
25.2.3 g		
25.2.3 h		
25.2.3 i		
25.2.3 j		
25.2.3 k		
25.2.3 l		
25.2.3 m		
25.2.3 n		
25.3		
25.3 a		
25.3 b		
25.3 c		
25.4		
25.4 a		
25.4 b		
25.4 c		
25.5		
25.5 a		
25.5 b		
25.6		
25.7		
25.7 a		
25.7 b		
25.7 c		
25.7 d		
25.7 e		
25.7 f		
25.7 g		
25.7 h		
25.7 i		
25.7 j		
25.7 k		
25.7 l		
25.8		
25.9		
25.10		
25.11		
25.12		
25.13		
25.14		
25.14 a		
25.14 b		
25.14 c		
25.14 d		
25.14 e		
25.14 f		
25.15		
25.15 a		
25.15 b		

Specification	Compliance (C/NC)*	Explanatory Remark**
25.16		
25.16 a		
25.16 b		
25.16 c		
25.17		
25.18		
25.19		
25.20		
25.21		
25.21 a		
25.21 b		
25.22		
26.0		
26.1		
26.2		
27.0		
27.1		
27.2		
27.2 a		
27.2 a i		
27.2 a ii		
27.2 b		
27.2 c		
27.2 c i		
27.2 c ii		
27.2 c iii		
27.2 c iv		
27.2 c v		
27.2 c vi		
27.2 c vii		
27.3		
27.4		
28.0		
28.1		
28.2		
28.3		
29.0		
29.1		
29.2		
29.3		
29.4		
29.5		
29.6		
30.0		
30.1		
30.2		
30.3		
31.0		
31.1		
31.1 a		
31.1 b		
31.2		
31.3		
31.4		
31.5		
31.6		

Specification	Compliance (C/NC)*	Explanatory Remark**
31.7		
32.0		
32.1		
ANNEX D2. - AREAS COVERED UNDER CLEANING SERVICES		
1		
2		
2.1		
2.2		
2.2.1		
2.2.2		
2.3		
ANNEX D3. - MINIMUM NUMBER OF MANPOWER		
1		
2		
3		
3.1		
3.1a		
3.1b		
3.2		
3.2a		
3.2b		
3.3		
3.4		
4		
4.1		
ANNEX D4. - MINIMUM QUALITY STANDARDS		
A		
B		
C		
D		
E		
F		
G		
ANNEX D5. - QUALITY BENCHMARK PERFORMANCE STANDARDS		
A		
B		
C		
D		
E		
ANNEX D6 - MONTHLY KEY PERFORMANCE INDICATORS (KPI)		
1.0		
1.1		
2.0		
2.1		
2.2		
2.3		
3.0		
3.1		
3.2		
4.0		
5.0		
ANNEX D7 - PROPOSED OPERATION FREQUENCY		
A		
A1		
A2		
A3		

Specification	Compliance (C/NC)*	Explanatory Remark**
A4		
A5		
A6		
A7		
A8		
A9		
A10		
B		
B1		
B2		
B3		
B4		
B5		
B6		
C		
C1		
D		
D1		
E		
E1		
E2		
E3		
F		
F1		
G		
G1		
G2		
G3		
ANNEX D8. - SCHEDULE OF RESPONSE TIME		
1.0		
1.1		
1.1.1		
1.1.2		
1.1.3		
1.1.4		
1.2		
ANNEX D9 - DELIVERABLES AGAINST PAYMENT		
1		
ANNEX F - LIQUIDATED DAMAGES AND DEDUCTIONS FOR NON-DELIVERY AND/OR NON-PERFORMANCE		
1		
1.1		
1.2		
1.3		
1.3.1		
1.3.2		
1.4		
1.5		
DEDUCTION FOR NON-DELIVERY		
1		
2		
3		
4		
5		
6		
7		

Specification	Compliance (C/NC)*	Explanatory Remark**
8		
9		
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11		
12		
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24		

We fully understand and agree that notwithstanding the fact that the Statement of Compliance as herein declared is subjected to the Company's acceptance.

Dated this _____ day of _____ 2026.

NAME AND SIGNATURE

(AUTHORISED REPRESENTATIVE) : _____

NAME (WITNESS) : _____

DESIGNATION OF (AUTHORISED REPRESENTATIVE) : _____

DESIGNATION : _____

DATE : _____

DATE : _____

COMPANY STAMP : _____

COMPANY NAME : _____