



TENDER NO. 261 (2020)

SPECIFICATION

for

OFFICE & TOILET CLEANING

**SYDNEY MARKETS
FLEMINGTON**

INSTRUCTIONS

TENDERERS MUST READ AND COMPLY WITH THE FOLLOWING INSTRUCTIONS:

1. All tenderers are required to physically inspect the premises at a time mutually agreed upon with the contact officer. Failure to inspect the premises may result in tenders being rejected. Two mandatory site meetings will be held with all prospective tenderers – the first at 10.00am on Thursday 20th February and the second at 10.00am on Saturday 22th February 2020 – at the Markets Central Office beside Building B, Sydney Markets. A maximum of two representatives of the tenderer can attend. (High visibility vests to be worn at all times).
2. All sections of the Tender document are to be completed fully and correctly.
3. Where hours of duty are nominated in the specification's tenderers are required to tender for the hours as detailed. Variations are not permitted, unless advised in writing by the client and approved by SML.
4. A Cleaning Manager is to be appointed to supervise work on all days, Monday to Sunday and ensure that all cleaning work is completed to the standard required by Sydney Markets Limited.
5. The works are to be supervised to the satisfaction of SML in accordance with control measures defined in the Contract.
6. Tenders must ensure that sufficient leading hands are on site to supervise cleaners on a daily basis.
7. The Cleaning Manager and the leading hand/s must be able to speak and read the English language. The Contractor's Cleaning Manager or nominated person must be contactable by mobile phone at all times.
8. Equipment and Material listing supplied with tender is **NOT** to be varied without written permission from SML.
9. Start and finish times specified for cleaning by successful tenderer shall **NOT** be varied without the written approval of SML.
10. Details of the number of full-time and/or part-time cleaners and the number of hours per week they will work in the performance of the contract must be submitted with the tender.
11. The tendered contract price must take into account all cleaning operations required, including normal market trading days and public holidays when a market trades.
12. Details of brands and/or types of all materials and equipment and the purpose for which they will be used are to be submitted with the tender.
13. This work must not be combined with or interfere with other work on site.
14. Female cleaners are to be rostered for duty at Paddy's Markets Flemington on Fridays and Sundays and at the Sydney Fresh Food Market and Sydney Swap & Sell Market on Saturdays, and at the Sydney Flower Market on Monday to Saturday.
15. The Contractor must adhere to the Specification and General Conditions.

ADVICE TO TENDERERS

1. Tenderers may submit prices for the complete work. SML reserves the right to treat any item as a separate contract. The lowest or any tender will not necessarily be accepted.
2. Covering letters are not required with tenders. The prices for the work tendered must be shown in the tender form. Prices must remain firm for 90 days from the close of tenders.
3. Tenders should be carefully checked before lodgement to ensure that the correct prices and conditions have been stated. Applications for variations in prices and conditions made after the acceptance of a tender, where based on errors made by the tenderer, will not be approved by SML.

SUBMISSION OF TENDER

4. The tender, when completed, should be placed in an envelope addressed to the Environment Manager, Sydney Markets Limited and be lodged in the tender box at the Company's Main Office at Level 3, Market Plaza Building, Sydney Markets (Office hours 8:00am - 4:30pm Monday to Friday).
5. The envelope must show the tender title, number and the closing date.
6. Tenders will close at 12:00pm on **20th March 2020**. Late tenders will not be considered.
7. Contact Officer: Con Kapellos – Environment Manager
Mobile No: 0417 325 173
Telephone: 02 9325 6173
8. Tender submissions can combine more than one Tender document with your proposal if you wish provided that all relevant Tender specifications have been met with your final submission.
Tender documents that are currently available: -
 - i) Site and Drain Cleaning (Flemington Site)
 - ii) Paddy's Haymarket Cleaning Haymarket Site.
 - iii) Waste Removal Management (Flemington & Haymarket Sites)

SPECIFICATIONS AND GENERAL CONDITIONS

Form of Contract

The successful tenderer will be required to duly execute a contract that will incorporate, without limitation, the terms and conditions of these specifications and general conditions ("**Contract**").

Period of Contract

Tenders submitted should quote a Contract price for a five (5) year period.

Basis of Contract

Full disclosure of the hourly rate and total costs for labour used each day, materials costs, administrative costs and margins are to be shown separately in the make up of the tender price.

Unless expressly specified in the tender price, all prices and costs will be inclusive of GST and the supplier must provide a valid tax invoice for the supply made. SML's obligations to make any payment are subject to and conditional on receipt of a valid tax invoice.

Adjustments to the Contract Price

The Contract price will be varied annually in accordance with movements in the Consumer Price Index (All Groups Sydney) for the quarter ended June.

Arbitration

If any question, difference or dispute whatsoever arises (whether during the progress of the work under the Contract or after its completion or abandonment and whether before or after the termination or breach of Contract) between SML and the Contractor upon or in relation to or in connection with the Contract, which cannot be resolved by the contracting parties to their mutual satisfaction, such question of difference or dispute shall be returned to arbitration, and for such purpose each party may, as soon as reasonably practicable, by notice in writing to the other party clearly specify the nature of such question, difference or dispute and call for the point or points of issue to be submitted for settlement by arbitration.

Arbitration shall be effected;

- (a) by a single arbitrator mutually agreed upon in writing between SML and the Contractor, or failing such an agreement upon an arbitrator, within one month after the notice of writing aforesaid is received by one party from the other party;
- (b) by a single arbitrator nominated in writing by the National President of the Institute of Arbitrators, such nominee not being an employee of SML or the Contractor or having had an association with the work; or

if the President fails or refuses to so nominate such a person within one month after having been requested by either party to make such a nomination;
- (c) by an arbitrator appointed in accordance with the provisions of the laws relating to arbitration in the State of N.S.W.

The arbitrator shall have all the powers conferred by those laws and it shall be competent for the appointee to enter upon the reference without any further or more formal submission than is contained in this clause. The arbitrator shall also have the power to award interest.

Claims for Payment

In respect of general cleaning work, claims for payments shall be submitted once per week for the previous weekly work period.

Claims shall be certified and payments made only for work certified as having been completed by SML's Environment Manager.

Changes in Duties

SML reserves the right to change the cleaning duties to be performed each day (during working hours). The Contract Price will be adjusted in accordance with the provisions of the Contract.

Cleaning Supplies

The Contractor is to supply toilet paper, hand soap, bin liners, cleaning chemicals and cleaning compounds, materials and equipment that have been approved by the Company. Limited storage space will be made available on site to store supplies. The Contractor must keep sufficient supplies on site to perform the contract work and for emergency purposes. It is the responsibility of the Contractor to properly secure these supplies to prevent theft.

As a guide, the average monthly usage of the main consumables used on site is as follows:-

- Toilet paper rolls (1000 sheets)..... 60 boxes (48 rolls per box)
- Toilet paper rolls (2 Ply 700 sheets)..... 8 boxes (48 rolls per box)
- Toilet paper rolls (Jumbo Rolls).....170 boxes (8 rolls per box)
- Hand soap 600 litres
- Toilet detergent..... 800 litres
- Air fresh detergent 22 x 5 litre bottles
- Purify disinfectant 800 litres
- Paper hand towels 30 boxes
- Large bin liners 2 boxes (250 bags per box)

There are other consumables such as mops, gloves, small garbage bags, bin liners, buckets, sponges, deodorants, cloths, etc. that are not listed. The Contractor is required to supply such items and should include the cost of these and all equipment and consumables in the tendered price to fully meet the requirements of the cleaning specification.

This is a guide only. The Contractor should ensure it carries out its own calculation.

The Company reserves the right to have the Contractor withdraw any product or consumable it feels is of a type or quality that is not suitable to be used on site.

Removal of Cleaners' Waste

The Contractor is responsible for removing waste generated by the cleaning activities from the site, as SML is working towards minimising non-organic waste from our waste stream.

Cooperation and Coordination

The Contractor will be required to liaise with SML Operations staff and Management personnel and other contractors engaged by SML, to ensure a high cleaning standard is achieved.

Conduct of Employees

The Contractor shall ensure that its employees at all times shall conduct themselves in a civil, obliging and inoffensive manner towards SML and its servants, members of the Market and/or members of the public and adhere to the Sydney Markets Rules. Their duties shall be carried out with as little noise, inconvenience and disturbance as possible at all times.

The Contractor will be required to remove employees from the site for not complying with this requirement.

Contractor's employees are not permitted to accept gifts or benefits of any kind from Sydney Markets traders at any time.

The Contractor will be required to sign a Sydney Markets Limited "Code of Conduct" and ensure that they and their employees conduct themselves in an acceptable manner under that Code.

All work on site shall be engaged through SML and under no circumstances is the Contractor to engage in any other work on site for payment or otherwise.

Damage to Property

All damage caused by the Contractor is to be repaired at the Contractor's expense.

Default or Omission by the Contractor

If at any stage the Contractor is in breach of the conditions of this Agreement or specification forming part of the Agreement, SML may -

- (a) suspend that part of the work under the Contract in respect of which the Contractor is in breach and repair or correct the default or omission;
- (b) suspend that part of the work under the Contract until such time as the default or omission is made good by the Contractor.

Default or omission by the Contractor referred to above shall include but not be limited to:

- failure of the Contractor to supply working equipment or sufficient labour and/or materials to adequately perform the service forming the basis of the Agreement;
- Failure of the Contractor to maintain the equipment used in the operation in a proper working condition;
- failure of the Contractor to conduct the operation in a suitable manner or the failure to properly clean areas where appropriate to an acceptable standard;
- failure to complete the work because of an industrial dispute.

The suspension of work shall commence from the time of service of notice of suspension by SML on the Contractor and shall continue until the Contractor has corrected the fault or omission to the satisfaction of SML.

The Contractor shall not be entitled to payments during this period and will be liable for any costs occasioned by SML in maintaining the services. These costs shall be deductible from any payments due to the Contractor or against the security deposit lodged with SML for the due and faithful performance of the Contractor's obligations under the Contract.

Disposal of Waste Collected

All waste collected is to be placed within the large bins provided for this purpose located at the Sydney Markets site by the Waste Management Contractor. In the case of recyclable material this is also to be placed in bins provided at approved disposal points where practical.

Sharps containers located in the public toilets and the First Aid Centre are to be used for the disposal of syringes. Sharps containers are removed by another contractor.

Insurances and Indemnities by the Contractor

OWN PROPERTY

The Contractor is to effect insurance against loss of or damage to property owned by or the responsibility of the Contractor where such is reasonably necessary to the fulfilment of the Contractor's obligations under this agreement.

PUBLIC LIABILITY

The Contractor shall be liable for and shall indemnify SML against all liability, loss, claim or proceeding, action, writs and demands arising from occurrences in an about the premises or from the operation of the business by the Contractor, their employees, agents, servants, contractors, sub-contractors and invitees, causing loss of or damage to third party property and/or death of or injury to third party persons.

Before the Contractor commences work, the Contractor shall take out a Public Liability Policy of Insurance on terms acceptable to SML in the joint names of SML and the Contractor, which covers their liabilities to third parties.

The Public Liability Policy of Insurance shall be for an amount in respect of any one occurrence of not less that \$20,000,000 (twenty million dollars).

WORKERS' COMPENSATION

Indemnity

The Contractor is to indemnify Sydney Markets Limited against claims, actions or proceedings by the Contractor's employees or employees of the Contractor's agents, servants, contractors or sub-contractors for personal injury arising out of their employment.

Insurance by the Contractor

The Contractor is to effect Workers' Compensation Insurance as required by statute.

CLAIMS MANAGEMENT

Notification of Incidents

The Contractor is to immediately notify SML of any incident or other event at the site that may give rise to a claim for damages against SML immediately upon the Contractor becoming aware of such incident or event.

RISK MANAGEMENT

Safe Operations

The Contractor is to comply with all current statutory or recognised safety standards, and with SML's Work Health & Safety policy and the Sydney Markets Rules.

The Contractor will comply with their obligations under the *Work Health and Safety Act 2011* as amended.

Existing Safety Protections

The Contractor is to maintain existing safety protections and advise SML of improvements necessary or reasonably capable of economic installation.

Contracting

The Contractor will ensure that all contracts for the provision of goods and services will not contain any conditions which limit SML's (or its insurers') right of recovery against the Contractor or require SML to indemnify the Contractor. All such contracts are required to be sent to SML's insurance broker for comment prior to signing.

Claims

The Contractor shall comply at all times with procedures and philosophies agreed to minimise the effect on SML or SML's insurers of any incident or claim arising by way of injury to or loss of or damage to the property of third parties occurring in or about the premises.

Legal compliance

The Contractor must ensure that it observes and complies, at its own cost and risk, with all laws in respect of the Services including without limitation the proximity principle offence for transport of waste under *The Protection of the Environment Operations (Waste) Regulation 2014*.

EVIDENCE OF INSURANCE

Prior to commencement of any agreement, the Contractor shall provide a certified copy of each policy required to be effected by the Contractor for approval by SML.

Such policies shall be with insurers approved by SML.

Such policies are to be maintained for the full period of the contract.

Labour

The Contractor is to be responsible for the supply of the necessary appropriately trained and licensed labour to carry out and complete the scope of work.

The Contractor is responsible for the supply of equivalent appropriately trained and licensed back-up labour on occasions of absenteeism of staff at no additional cost to SML.

SML requires the Contractor's employees to record their starting and finishing times during Market trading times.

Market Rules and WH&S

All Contractor's staff are required to abide by the Sydney Markets Rules and SML's Work Health & Safety Policy (*copies enclosed*).

Uniforms and Protective Clothing

All employees of the Contractor are to wear a distinctive uniform at the Contractor's expense. A distinctive uniform collared shirt or collared T-shirt with normal work clothes will suffice, providing they clearly show that the people wearing them are employees of the Contractor.

The Contractor's employees are to be issued with protective clothing at the Contractor's expense to see that they are fully protected against work hazards in accordance with WorkCover requirements.

Wages

The Contractor shall pay every person engaged in the carrying out of the Contract not less than the wages as provided by a relevant award, agreement, determination, judgement or order of any Court, Commission or other relevant Industrial Tribunal governing individual employment.

Qualified Cleaning Manager

The Contractor is to appoint a competent employee designated as "Cleaning Manager" who shall be responsible for all aspects of the service including general supervision, dealing with complaints, liaising with the Environment Manager of SML, maintaining the required high cleaning standards, carrying out inspections and organising the work.

The hours of work of the Cleaning Manager are very important and should be set out in the tender/labour schedule.

The Contractor shall supply mobile phones to the cleaning management and staff as appropriate to ensure quick response when called by SML staff and/or Management.

Site Safety

The Contractor is to ensure that, in all aspects, its work methods and arrangements are safe for its employees, Market tenants and customers, and that they comply with SML's WH&S Policy and the Markets Rules. The Contractor must observe and comply with the Markets emergency and evacuation policies and directives, as amended from time to time. Copies of the policies are available either on the market's website or on written request.

The Contractor is to provide a fully stocked first aid kit, readily accessible on site, and is to nominate the Cleaning Manager, leading hand or other employee as a first aid officer who will hold a first aid certificate. Hi visibility vests are mandatory at all times on site.

Vehicles and Equipment

The Contractor is to be responsible for the supply of suitable vehicles, equipment, including all materials as necessary to carry out and complete the full scope of work.

All vehicles used by the Contractor to carry out its requirements under the Contract must:

- (a) be covered by full comprehensive insurance at all times (copies of insurance policy to be provided); and
- (b) be fully road registered with the Roads & Traffic Authority at all times.

All the Contractor's drivers are to hold and carry the appropriate driver's licences and WorkCover certificates.

Photographs and full details of all equipment to be used are required to be submitted with tender.

As a indication of SML's minimum standard of Vehicles and Equipment, attached is a list of the current contractor's vehicle registration numbers which a tenderer can, by appointment with SML, view.

Water Usage

Water conservation must be maintained and controlled during cleaning operations.

FIRE HOSES ARE NEVER TO BE USED in Market cleaning. The Contractor is to supply hoses with trigger nozzles and attachments as required to carry out the Contract.

Cost Reduction Initiatives

SML is committed to a process of continuous improvement. The Contractor is responsible for the provision of the Services, and for identifying and implementing process and cost improvements that will achieve maximised value at minimised cost, on an ongoing basis. In the event of cost savings being identified:

- (a) by SML, the Contractor shall pass on to SML 100% of the identified cost savings, but shall retain the Contribution Margin amount as per the Contract;
- (b) by the Contractor, the Contractor shall pass on to SML 50% of the identified cost savings, and shall retain the Contribution Margin amount as per the Contract.

Records and Documentation

Confirmation in writing from the Contractor's Cleaning Manager on company letterhead is required on a weekly basis, stating the times worked and the number of staff in attendance each day. The Environment Manager will conduct regular physical inspections to confirm staff attendance is in accordance with submitted tender details.

SML reserves the right not to recognise a claim for payment unless accompanied by the confirmation of staff attendance and times worked.

Privacy

The Contractor agrees to observe and comply with the Privacy Act and the Australian Privacy Principles and must establish policies and practices that ensure compliance with these laws and directives.

Right of Inspection

SML maintains the right of inspection on any part of the service without notification to the Contractor. The Contractor shall give every assistance for the inspection to be reasonably carried out.

Security Deposit

As security for the due and faithful performance of the Contract, the Contractor shall provide to SML a security deposit in the amount specified below and must lodge such deposit within 14 days of the date of the signing of the contract.

The security deposit may be submitted as a Bank Guarantee, the form of which must be acceptable to SML.

The security deposit for the Contract is \$100,000.00

The Contract security deposit will be held by SML until the due and proper performance and completion of the Contract in all respects and the Contractor's obligations thereunder, or until the Contract has been cancelled by SML in accordance with the clause entitled "Termination of the Contract" of this document.

Security of Site and Premises

The Contractor is to seek details of security arrangements in force over the site and premises and is to ensure that employees and representatives abide by these security arrangements at all times.

Site Base

SML may without obligation provide an area for the storage of equipment and supplies. Arrangements to use such an area will be the subject of conditions agreed between the parties. The provision of any space will be subject to strict conditions, which, if breached, could result in the withdrawal of rights to occupy such space.

The area must be kept clean and tidy at all times.

SML accepts no responsibility for equipment or supplies stored on site.

Termination of the Contract

SML maintains the right to terminate the Contract if the Contractor sells or assigns or otherwise alienates its business before the end of the Contract term.

It will be a breach of conditions of the Contract, if the default or omission is of a serious nature, or the Contractor:

- (a) fails to consistently meet the requirements of the specification and contract;
- (b) being a person, commits an act of bankruptcy or has presented against him a petition of bankruptcy or as a debtor executes a deed of arrangement or assignment; or
- (c) as a company, has instituted against it any action or proceedings which may result in winding up the company, or is placed under official management or has a Receiver/Manager appointed to carry out its business for the benefit of creditors;

then SML may terminate the Contract in those circumstances.

SML shall give notice of intention to terminate the Contract in writing sent by Certified Mail or recorded delivery. The termination shall be without prejudice to any right that may have accrued to SML or to the Contractor under the Contract.

Performance Measures

The Contract will contain clear service level requirements and performance standard assessment criteria. The Environment Manager will conduct at least one audit per week to measure whether service levels and performance standards are being met.

SCOPE OF WORKS

Introduction

Sydney Markets Limited ABN 51 077 119 290 (SML) conducts the following Markets on the 43 hectare Sydney Markets site at Flemington:

MARKET	LOCATION	TRADING HOURS
Flemington		
Sydney Produce Market	Buildings A, B, C & E	6.00am – 12.00noon Monday to Friday
Sydney Growers Market	Building D	6.00am – 10.30am Monday to Thursday 6.00am – 9.30am Friday
Sydney Flower Market	Building F	5.00am – 11.00am Monday to Saturday
Sydney's Paddy's Market – Friday	Building D	10.00am – 4.30pm Friday
Sydney's Paddy's Market – Sunday	Building D	9.00am – 4.30pm Sunday
Sydney Fresh Food Market	Building D	6.00am – 2.00pm Saturday
Sydney Swap & Sell Market	Carpark V – Ground Level	6.00am – 2.00pm Saturday
Wine Grape Market	Rail Siding Area	12.00noon – 4.30pm Friday 4.00am – 4.30pm Saturday (10 week period commencing March)
Christmas Tree Market	Rail Siding Area	12.00midnight – 12.00noon Monday to Friday 6.00am – 1.00pm Saturday (2 week period prior to Christmas)
Saturday Night Food Markets	Car Park V	First Saturday of every month 6pm – 10pm

Trading within the General Trading Area (GTA) for the Sydney Produce Market in Buildings A, B, C and E and the Sydney Growers Market in Building D starts at 6.00am Monday to Friday. The majority of market activity for the wholesale fruit and vegetable markets usually finishes around 11.00am but this depends on the time of the year. Summer is the peak trading period and winter is the quietest, consequently the volume of rubbish is higher in the summer period. In the GTA the peak trading days are Monday, Thursday and Friday.

Sydney Flower Market trading starts at 5.00am and ends at 11.00am each Monday to Saturday in Building F. Peak trading days are Monday, Friday and Saturday.

Trading for Sydney's Paddy's Markets in Building D at Flemington is from 10.00am to 4:30pm on Fridays and from 9.00am to 4.30pm on Sundays. Paddy's traders' are located inside and around the building. On Fridays they are allowed to set up from 10.00am (8.30am for outside stands) and are to vacate their stands by 6.00pm while on Sundays they are allowed to enter the building from 6.00am and vacate their stands by 6.00pm.

The Sydney Fresh Food Market operates on Saturdays in Building D from 6.00am to 2.00pm each week. Traders begin to enter the building from 2.00am and depart from 3.00pm. Stands are located throughout the building and under the southern awning and along the western end of the building. The Sydney Fresh Food Market generates a larger quantity of rubbish on a single day than any other market under the control of SML.

The Sydney Swap & Sell Market operates from 6.00am to 2.00pm on the ground floor of the Building V western parking station. This is primarily a second hand goods market. Traders are to vacate by 4.00pm.

Sydney Markets also operates a Saturday Night Food Market on the first Saturday of the month under Car Park V from 6:00pm to 10:00pm.

In addition to the regular markets described above, SML also operates a Wine Grape Market on Fridays and Saturdays over a ten-week period from March to May, as well as a Christmas Tree Market during the two-week period prior to Christmas.

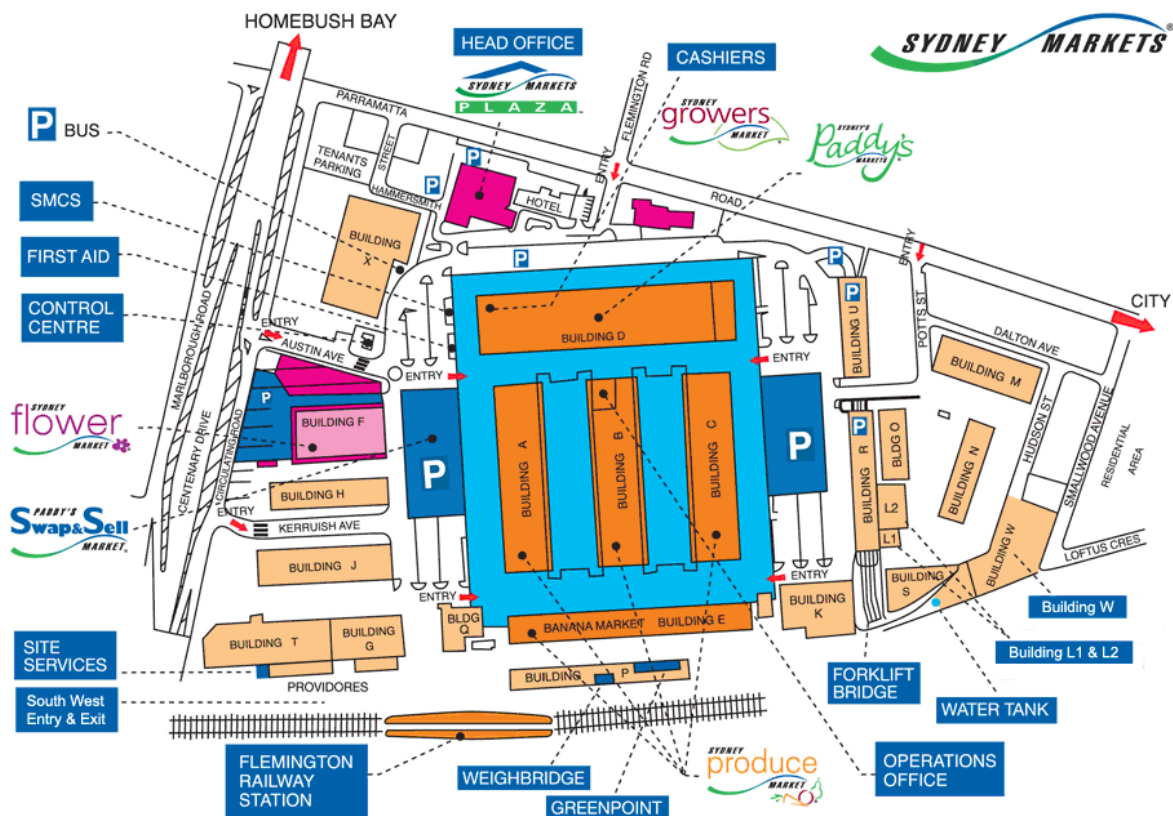
SML also operates a Commercial Centre (Market Plaza Building) comprising 21 shops and 31 offices.

Approximately 7,000 persons per day visit the Sydney Markets site during Wholesale Market operations Monday to Friday. In addition, Friday's Paddy's Market attracts about 12,000 visitors while approximately 70,000 people visit the Sydney Markets site on weekends.

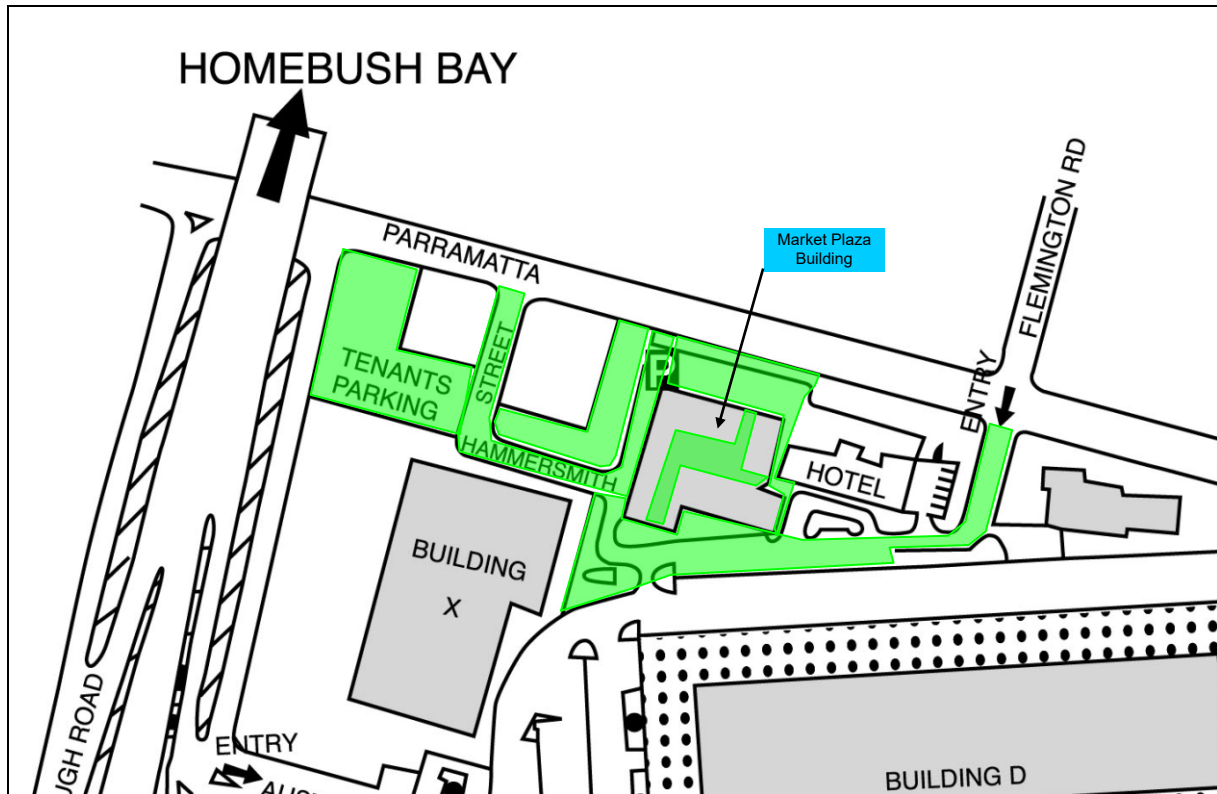
SML is committed to the environmental sustainability of the market site. All SML offices have paper waste bins for recycling beside each desk. All paper and cardboard waste is to be taken to the Plaza Cardboard bins for recycling.

Site Plan - Flemington

The site plan below will assist in identifying the areas of the Flemington site described in the Scope of Works.



AREA 1 – Market Plaza Commercial Centre



Areas to be Thoroughly Cleaned

1. All common areas on the first, second and third floors of the Market Plaza Building including carpeted hallways and tearooms, mezzanine first floor area and common area leading to office suites B31-B34.
2. All fire escapes including stairways and passenger lift.
3. Stairway leading to the Tigers Club on the first floor to the service corridor on the ground floor, service corridor is also to be cleaned.
4. Toilets on all floors of the building including the Tenants/Customers ground floor toilets behind the Butchers shop on the Western side of the Plaza complex.
5. Common area between Tigers Club Dining Room and the mezzanine walkway. This area has a vinyl tile floor. Carpeted area in front of suites and wall mirrors. Walkway area consisting of tiles, stainless steel handrail and internal and external glass on mezzanine level. Courtyard stairs.
6. Spot clean aluminium roof accessible from first floor walkway opposite Suite B31 (spot clean consists of removing soft drink cans, cigarette butts, etc.).
7. Ground floor tiled foyer and lift. Foyer windows, main entrance and Club entrance: internal and external glass surfaces.
8. Clean the following office suites:
 - a) Conference Centre, Mezzanine Level (220m²)

- b) Sydney Markets Limited office, Level 3 Market Plaza Building (800 m²).

Note: Office and shop tenants will make their own arrangements for cleaning their respective areas.

9. Plaza Courtyard including tiled passageways, brick paved areas and surrounding road and parking areas. Parking areas include all customer car parks at the southern, northern and western ends of the Plaza and the Tenants' car park at the western end of the Plaza (see Annexure A).

Plaza Toilets & Kitchens to be Cleaned

PLAZA TOILETS & KITCHENS FLEMINGTON	Approx. Sq Metres	W/C	Urinals (Metres)	Hand Basins	Showers	No. of Kitchens	Cleaning Frequency
SML Offices Level 3							Monday-Friday (Men's and Ladies Toilets twice per day Monday to Friday 12noon and after 6pm.)
Men's	10	3	2	3			
Ladies	10	3		3			
Executive	3	1		1			
Boardroom	8	1		1	1		
Kitchen	24			1		1	
Plaza Building Level 2							Monday-Friday
Men's	10	3	2	3			
Ladies	10	3		3			
Kitchen	1.5			1		1	
Plaza Building Level 1							Monday-Friday
Men's	24	5	1	5			
Ladies	24	6		5			
Disabled	6	1		1			
Kitchen	3			1		1	
Club-Men's	12	3	1	3			Mon – Sun (twice a day)
Club-Ladies	15	4		4			Mon – Sun (twice a day)
Plaza Building Ground Floor							Monday-Sunday
Tenants-Men's	2	1		1			
Tenants-Ladies	2	1		1			
Customer Unisex	3	1		1	1		
Conference Centre Level 1							Monday-Friday
Men's	13	2	1	1			
Ladies	13	2		1			
Kitchen	8			1		1	
Plaza Staff Gymnasium	10			1			Monday-Friday
Total	211.5	40	7	41	2	4	

Frequency of Cleaning

Building common areas, toilets, third floor office suites and Conference Centre are to be cleaned 5 days per week Monday to Friday, excluding public holidays.

Male and female common area toilets on the first floor outside the Tigers Club are to be cleaned 7 days a week, twice a day (lunch time and evenings) including public holidays. Plaza Building Ground floor Male/Female/Unisex toilets located behind Homebush Meat and the Karate Centre passageway are to be cleaned daily.

Plaza Courtyard, outdoor areas, roadways and parking areas are also to be 7 days a week, including public holidays. (External vacuum cleaners are preferred to clean up roadways).

Times of Cleaning

Cleaning to be completed prior to 6.00am each day or undertaken after 6.00pm each day. (Building common, toilet and office suite areas after 6.00pm each day; courtyard, roadways and outdoor areas after 7.00pm each day).

Duties to be Performed

1. Market Plaza Meal Rooms, SML Offices Level 3, Conference Centre & Gym.

Daily

Dusting

- ▷ All desks, chairs, computer screens, banisters, skirting boards, counter tops, telephones, partitions and windows, air vents, tops of cupboards, clothes lockers, vertical blinds, walls, wall tiles and the exterior surfaces of all equipment shall be dusted using an approved type of dusting cloth. Where dirt is adhering to these surfaces it shall be removed by means of a cloth and an approved type of cleanser.
- ▷ Office work tables and desks, unless left clear of work, are not to be touched (desk furniture such as telephones, blotters, etc are not to be misconstrued as work).

Sweeping

- ▷ Floor surfaces requiring polish are to be swept with an approved type of dust collecting mop, ensuring all dust and dirt is removed

Carpeted Areas

- ▷ Thoroughly vacuum clean all carpeted areas utilising an approved type of vacuum machine capable of reaching all areas such as under desks and along skirting boards.
- ▷ Remove stains by means of an approved type of spot shampooing method.

Polished Areas

- ▷ Remove surface stains by an approved method.
- ▷ Remove scuff marks. Apply an approved type of polish/sealer where and if required and machine buff surface so treated.
- ▷ Areas not requiring polish/sealer application are to be machine buffed using an approved spray buff method.

Meal Rooms

- ▷ Thoroughly clean and wipe all tables, seats, external surfaces of refrigerators, microwave ovens, urns, hot drink dispensing machines, stainless steel and chromium plated surfaces, drinking fountains, mirrors, vases etc.
- ▷ All stainless steel or chromium plated surfaces shall be cleaned by wiping over with a damp cloth impregnated with an approved cleaning compound. (On no account shall steel wool, abrasive compounds or acids be used.)
- ▷ All plastic garbage containers shall be emptied, lined with a clean plastic bag and returned to their respective locations.

- ▷ Wall tiles and laminated surfaces such as benches, tables and chairs are to be wiped clean.
- ▷ Ceramic tile floors shall be cleaned with a damp mop.
- ▷ Painted surfaces and walls shall be wiped clean.

Offices

- ▷ Empty all waste containers and wipe clean as required, reline with a clean plastic liner and return to respective locations.
- ▷ Remove all shredded paper and boxes and dispose of in bins provided downstairs.
- ▷ Organic waste bins in the kitchens are to be taken to Green Point daily.
- ▷ Office partitions and wall panels shall be spot cleaned with an approved cleanser.
- ▷ Door and floor mats are to be vacuumed daily.
- ▷ Remove cobwebs.
- ▷ All glass in entranceways to be thoroughly cleaned using an approved glass cleaning substance.
- ▷ Spot clean all internal glass partitions with an approved cleanser.

Weekly

- ▷ All office furniture and/or equipment above 2 metres (6 feet) shall be dusted.
- ▷ All large garbage containers shall be washed with an approved germicidal liquid cleanser.
- ▷ Stairways, steps, landings, associated areas (unless carpeted), exposed aggregate, terrazzo and internal concrete areas shall be damp-mopped using an effective cleaning solution with clean water.
- ▷ Clean all internal & external accessible glass (excluding shop windows), doors, partitions, walls, wall panels and painted areas, ensuring all dirt and handprints are removed.
- ▷ Telephones, including mouthpiece and earpiece, are to be cleaned with an approved telephone disinfectant.

Three (3) Monthly

- ▷ Laminated, vinyl or plasticised covered desktops and tables are to be cleaned thoroughly using an approved cleanser.
- ▷ Timber desktops, partitions, doors, cupboards and wall panels to be cleaned with a soft cloth using a light application of an approved furniture polish.
- ▷ Remove dust from all high surfaces not specified elsewhere.
- ▷ All polished areas will require stripping back and sealing every three months.

Six (6) Monthly

- ▷ Thoroughly clean all vertical blinds using anti-static brushes.
- ▷ All glass surfaces on the interior of windows to be thoroughly cleaned using an approved method.
- ▷ All carpeted areas to be thoroughly steam-cleaned using approved steam-cleaning equipment and chemicals.

2. Market Plaza Toilets & Amenities

Daily

- ▷ Empty and clean waste receptacles and line with clean plastic liner.
- ▷ All areas in toilet and amenities including wall and floor tile areas, toilet pans, seats, urinals, hand basins, including down pipes and mirrors, taps and fittings are to be cleaned with an approved non-toxic germicidal compound then wiped down.

Note: *Graffitied areas are to be cleaned using an approved graffiti removal agent.*

- ▷ All toilet/amenities area floors are to be mopped clean with clean, disinfected water to remove any dirt or stains.
- ▷ Supplies of toilet paper and soap are to be checked and replenished.
- ▷ All mirrors are to be thoroughly cleaned ensuring no marks are left.
- ▷ Report any damage immediately to the Environment Manager.

Monthly

- ▷ Machine scrub tiled floor areas.

3. Plaza Common Areas

(Plaza Foyer, Lift, Corridors, Stairwells, Tearooms & Courtyard Mezzanine Landing)

Daily

- ▷ Thoroughly clean and remove rubbish.
- ▷ Spot clean all tiled & floor areas.
- ▷ Completely clean interior of lift including door tracks and mirrors.
- ▷ Clean tiles in foyer, corridors and lift, removing all dirt and stains.
- ▷ Damp-wipe exterior of all lift doors and indicators and push buttons with an approved cleanser.
- ▷ Thoroughly clean mirrored foyer walls and wall tiles with an approved cleanser.
- ▷ Internal and external foyer glass, windows & doors at both main and rear entrance to the Plaza are to be thoroughly cleaned with an approved cleanser.

Monthly

- ▷ Machine scrub foyer tiles.

Six-Monthly

- ▷ All carpeted areas to be thoroughly steam-cleaned using approved steam-cleaning equipment and chemicals.

4. Plaza External Common Areas

Daily (Monday to Sunday)

- ▷ All external footpaths, courtyard, parking areas, Return Vending Machine area, roadways and gutters are to be swept, cleaned and rubbish removed.
- ▷ All seating and tables are to be wiped clean using an approved cleanser.
- ▷ All external rubbish bins to be emptied and lined with plastic garbage bags.
- ▷ All tiled areas are to be mopped clean.
- ▷ Tiled area in front of foyer is to be scrubbed and mopped clean.

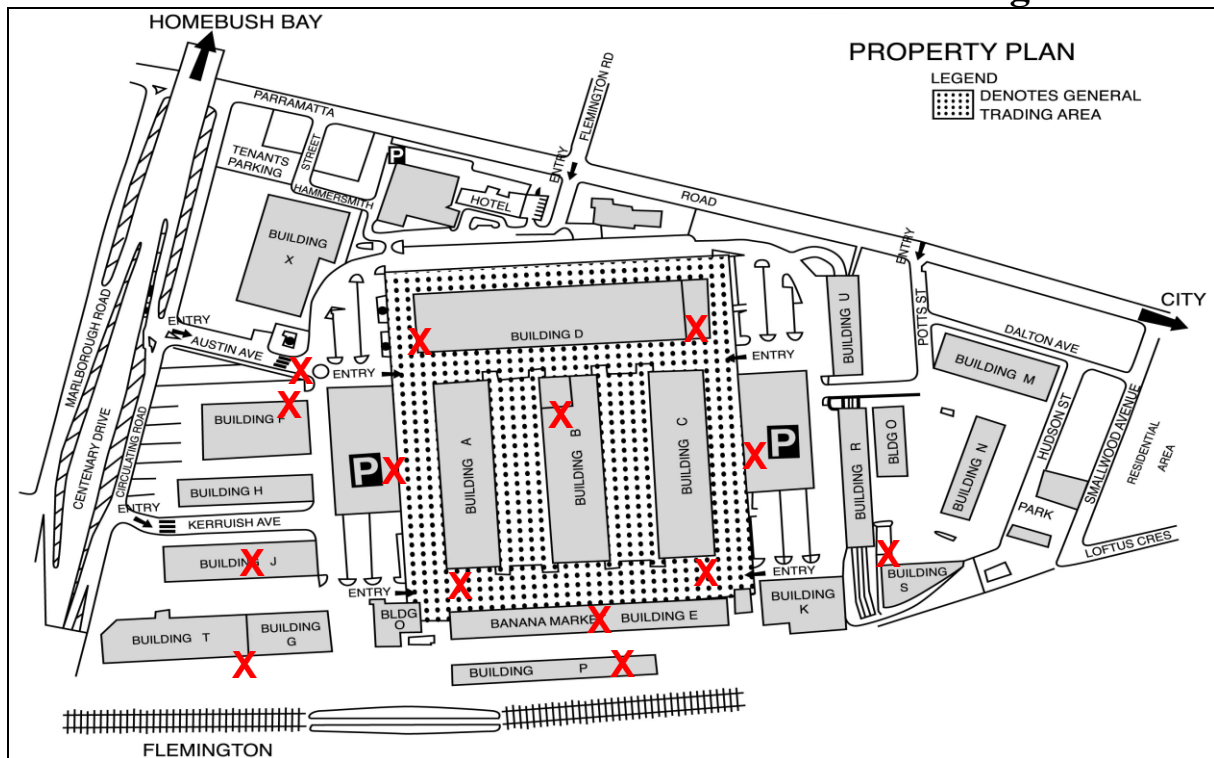
Weekly

- ▷ Tiled areas under awnings (ground floor) are to be scrubbed Tuesday, Thursday and Sunday.
- ▷ Rubbish bin lids, receptacles and external seating and tables are to be cleaned.
- ▷ Chewing gum is to be removed from brick and tiled areas, tables, chairs and walls.
- ▷ Collect all leaves and litter from Parramatta Rd footpath from Centenary Drive to Potts St. An external vacuum cleaner would be recommended to collect the leaves. Centenary Drive medium strip and garden area along the Market side litter control.
- ▷ Provide a weekly maintenance report to the Environment Manager every Monday.

Monthly

- ▷ Thoroughly clean all external brick footpaths and courtyard areas.
- ▷ Thoroughly wash waste bin inserts and exteriors using water and detergents.

AREA 2 – Public Toilets and Shower Blocks at Flemington



Areas to be Cleaned

AREA 2 FLEMINGTON	Approx Sq Metres	W/C	Urinals (Metres)	Hand Basins	Showers	General Nature of Surfaces
Building A – Male	62 inc foyer	6	4	6	10	Wall & Floor Tiles
Building A – Female	13	2	-	3	-	Wall & Floor Tiles
Building B – Male	55 inc foyer	6	4	7	1	Wall & Floor Tiles
Building B – Female	20	5	-	3	-	Wall & Floor Tiles
Building B Unisex Access Toilet	6	1	-	1	-	Wall & Floor Tiles
Building C – Male	62 inc foyer	6	4	7	10	Wall & Floor Tiles
Building C – Female	13	2	-	3	-	Wall & Floor Tiles
Building D East – Male	63 inc foyer	11	6	12	-	Wall & Floor Tiles
Building D East – Female	48	11	-	11	-	Wall & Floor Tiles
Building D West – Male	91 inc foyer	9	6	13	4	Wall & Floor Tiles
Building D West – Female	40	15	-	10	-	Wall & Floor Tiles
Building D West – Disabled	4	1	-	1	-	Wall & Floor Tiles
Building D West – Baby Change	3	-	-	1	-	Wall & Floor Tiles
Building E – Male	67	7	3	7	3	Wall & Floor Tiles
Building E – Female	17	3	-	3	-	Wall & Floor Tiles
Building F – Male	33	5	4	6	-	Wall & Floor Tiles
Building F – Female	12	5	-	5	-	Wall & Floor Tiles
Building F – Disabled Toilet	5	1	-	1	-	Wall & Floor Tiles
Building J – Male	27	5	3	6	-	Wall & Floor Tiles
Building J – Female	10	3	-	3	-	Wall & Floor Tiles
Building L – Male	8	1	-	1	1	Wall & Floor Tiles
Building L – Female	3	1	-	1	-	Wall & Floor Tiles
East Parking Area – Male	23	4	3	3	-	Wall & Floor Tiles
East Parking Area – Female	17	3	-	3	-	Wall & Floor Tiles
West Parking Area – Male	23	4	4	5	-	Wall & Floor Tiles
West Parking Area – Female	17	3	-	3	-	Wall & Floor Tiles
Control Centre – Male	6	1	-	1	-	Wall & Floor Tiles
Control Centre – Female	6	1	-	1	1	Wall & Floor Tiles
Building P – Male	4	2	1	2	-	Wall & Floor Tiles
Building P – Female	2	1	-	1	-	Wall & Floor Tiles
Providores Male/Female	3	1	1	1	-	Wall & Floor Tiles
TOTAL	763	126	43	131	30	

Times of Cleaning

CLEANING SCHEDULE – PUBLIC TOILETS & SHOWER BLOCKS					
AREA 2 FLEMINGTON	Commence Cleaning	Service Frequency	Days To Be Cleaned Including Public Holidays (when trading)	Last Scheduled Clean	No. of Services
Building A – Male	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	6am Sat	2 hourly	Saturday	2:00pm	5
	8am Sun	2 hourly	Sunday	2:00pm	4
Building A – Female	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	6am Sat	2 hourly	Saturday	2:00pm	5
	8am Sun	2 hourly	Sunday	2:00pm	4
Building B – Male	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly	Friday	4:00pm	12
	5am Sat	Hourly	Saturday	4:00pm	12
	8am Sun	Hourly	Sunday	4:00pm	9
Building B – Female	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly	Friday	4:00pm	12
	5am Sat	Hourly	Saturday	4:00pm	12
	8am Sun	Hourly	Sunday	4:00pm	9
Building C – Male	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	6am Sat	2 hourly	Saturday	2:00pm	5
	8am Sun	2 hourly	Sunday	2:00pm	4
Building C – Female	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	6am Sat	2 hourly	Saturday	2:00pm	5
	8am Sun	2 hourly	Sunday	2:00pm	4
Building D East – Male	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly from 5am-10am then ½ hourly (with continuous checks)	Friday	4:00pm	18
	5am Sat	Hourly 5am-7am 7am-2pm Continuous 2pm-4pm Hourly	Saturday	4:00pm	19
	8am Sun	Hourly 8am-10am 10am-2pm Continuous 2pm-4pm Hourly	Sunday	4:00pm	13
Building D East – Female and Mothers room	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly from 5am-10am then ½ hourly (with continuous checks)	Friday	4:00pm	18
	5am Sat	Hourly 5am-7am 7am-2pm Continuous 2pm-4pm Hourly	Saturday	4:00pm	19
	8am Sun	Hourly 8am-10am 10am-2pm Continuous 2pm-4pm Hourly	Sunday	4:00pm	13
Building D West – Male	4am Mon	Hourly	Monday	12.00nn	9
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly from 5am-10am then ½ hourly (with continuous checks)	Friday	4:00pm	18
	5am Sat	Hourly 5am-7am 7am-2pm Continuous 2pm-4pm Hourly	Saturday	4:00pm	19
	8am Sun	Hourly 8am-10am 10am-2pm Continuous 2pm-4pm Hourly	Sunday	4:00pm	13

CLEANING SCHEDULE – PUBLIC TOILETS & SHOWER BLOCKS					
AREA 2 FLEMINGTON	Commence Cleaning	Service Frequency	Days To Be Cleaned Including Public Holidays (when trading)	Last Scheduled Clean	No. of Services
Building D West – Female and Mothers room	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly from 5am-10am then ½ hourly (with continuous checks)	Friday	4.00pm	18
	5am Sat	Hourly 5am-7am 7am-2pm Continuous 2pm-4pm Hourly	Saturday	4.00pm	19
	8am Sun	Hourly 8am-10am 10am-2pm Continuous 2pm-4pm Hourly	Sunday	4.00pm	13
Building E – Male	5am Mon	2 hourly	Monday	12.00nn	4
	5am Tue-Fri	2 hourly	Tuesday-Friday	12.00nn	16
Building E – Female	5am Mon	2 hourly	Monday	12.00nn	4
	5am Tue-Fri	2 hourly	Tuesday-Friday	12.00nn	16
Building F – Male	4am Mon-Fri	½ hourly	Monday-Friday	11.00am	75
	4am Sat	½ hourly 4am-10am then hourly to 2pm	Saturday	2.00pm	17
	8am Sun	2 hourly	Sunday	4.00pm	5
Building F – Female	4am Mon-Fri	½ hourly	Monday-Friday	11.00am	75
	4am Sat	½ hourly 4am-10am then hourly to 2pm	Saturday	2.00pm	17
	8am Sun	2 hourly	Sunday	4.00pm	5
Building F – Disabled Toilet	4am Mon-Fri	½ hourly	Monday-Friday	11.00am	75
	4am Sat	½ hourly 4am-10am then hourly to 2pm	Saturday	2.00pm	17
	8am Sun	2 hourly	Sunday	4.00pm	5
Building J – Male	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	8am Sat	2 hourly	Saturday	4.00pm	5
	8am Sun	2 hourly	Sunday	4.00pm	5
Building J – Female	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	8am Sat	2 hourly	Saturday	4.00pm	5
	8am Sun	2 hourly	Sunday	4.00pm	5
Building L. – Male	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	12nn Sat	Once daily	Saturday	12.00nn	1
	12nn Sun	Once daily	Sunday	12.00nn	1
Building L. – Female	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Fri	Hourly	Tuesday-Friday	12.00nn	32
	12nn Sat	Once daily	Saturday	12.00nn	1
	12nn Sun	Once daily	Sunday	12.00nn	1
West Parking Area – Male	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly	Friday	4.00pm	12
	5am Sat	½ hourly	Saturday	3.00pm	21
	8am Sun	Hourly	Sunday	4.00pm	9
West Parking Area – Female	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly	Friday	4.00pm	12
	5am Sat	½ hourly	Saturday	3.00pm	21
	8am Sun	Hourly	Sunday	4.00pm	9
East Parking Area – Male	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly	Friday	4.00pm	12
	5am Sat	Hourly	Saturday	3.00pm	11
	8am Sun	Hourly	Sunday	4.00pm	9

CLEANING SCHEDULE – PUBLIC TOILETS & SHOWER BLOCKS					
AREA 2 FLEMINGTON	Commence Cleaning	Service Frequency	Days To Be Cleaned Including Public Holidays (when trading)	Last Scheduled Clean	No. of Services
East Parking Area – Female	5am Mon	Hourly	Monday	12.00nn	8
	5am Tue-Thu	Hourly	Tuesday-Thursday	12.00nn	24
	5am Fri	Hourly	Friday	4:00pm	12
	5am Sat	Hourly	Saturday	3:00pm	11
	8am Sun	Hourly	Sunday	4:00pm	9
Control Centre – Male	5pm Mon-Sun	Once daily at 5.00pm	Monday-Sunday	5.00pm	7
Control Centre – Female	5pm Mon-Sun	Once daily at 5.00pm	Monday-Sunday	5.00pm	7
Control Centre – Public Male	12nn Mon-Sun	Twice daily 12noon & 8pm	Monday-Sunday	8.00pm	14
Control Centre – Public Female	12nn Mon-Sun	Twice daily 12noon & 8pm	Monday-Sunday	8.00pm	14
Rail Area – Public Male-Female		Twice daily 8am & 12noon	Monday- Sunday	12.00noon	14
Providores Toilet- Public Male/Female		Twice daily 8am & 12noon	Monday- Friday	12.00noon	10
Total Number of Services					1,520
FLOOR SWEEPER SCHEDULE					No. of Staff
SWEEPER (One permanent staff) Building F	5am Mon. Wed- Saturday	Continuous	Monday, Wed-Saturday (Tuesday's after P/H)	9:00am	1
SWEEPER (One staff) Building F (incorporated with toilet cleaning duties)	5am Mon-Sat	½ hourly	Monday-Saturday	9:00am	1
SWEEPERS (Two staff) Building D	10am Fri	Continuous	Friday	3:00pm	3
TABLE CLEANER/SWEEPER (One staff) Building D	10am Fri	15 mins	Friday	3:00pm	1
SWEEPERS (Five staff) Building D, Swap Market & Plaza areas	6am Sat	Continuous	Saturday	2:00pm	5
SWEEPERS (Two staff) Building D, surrounding roadways, Plaza area and Food Van bins.	6am Sun 8am Sun	Continuous Continuous	Sunday Sunday	5:00pm 4:30pm	2

Trading hours for each Market are listed in the “Introduction” clause. On Fridays Building D at Flemington operates as a Growers Market up to 9.00 a.m. and when cleaned inside is followed by Friday Paddy’s Market starting at 10.00 a.m.

The hours of cleaning operation and cleaning routines are to be acceptable to the SML.

Duties to be Performed

1. Public Toilet Blocks - During Trading (as per Cleaning Schedule)

Starting at the time indicated in the “Commence Cleaning” column of the above Public Toilets & Shower Blocks Cleaning Schedule (the Cleaning Schedule), all toilet blocks to be cleaned on a particular day are to be inspected and cleaned and stocked with sufficient paper and soap. Cleaning of all areas, including graffiti removal, is to be undertaken to ensure that a high standard of cleanliness is maintained.

After the initial inspection of all toilet blocks has been completed, cleaners are to inspect, clean and mop each toilet block with clean water ensuring high standards of cleanliness and odour free areas, as well as restocking paper and soap and graffiti removal, in accordance with the times and frequencies of the Cleaning Schedule.

Cleaners are to spot clean litter on walkways in front in front of Buildings A,B,C (Centre Road side & Building D during their shift.

Cleaners are required to sign a service sheet each time the toilets are serviced (as per schedule). All documents must be kept and submitted to SML when required.

Note: *The employment of female toilet cleaners is necessary during trading at the Friday, Saturday and Sunday Retail Markets because of the high usage of female toilets, particularly in Building D on all three days, in the Flower Market Monday to Saturday, and in the Swap & Sell Market Area (Parking V). Please ensure sufficient staff are available during trading times Friday, Saturday and Sunday to ensure cleans are of a high standard and frequency of cleans is adhered to within the times stipulated above. If service levels are below standard the Contractor will need to roster extra staff at no extra cost to SML.*

Floor Sweeper Duties

Floor Sweepers are to ensure that all areas are swept clean and rubbish removed, then mopped if required, within the time frequency allocated. They are to respond to urgent calls from SML staff to clean up spills promptly. Food Area tables to be cleaned regularly.

All areas are to be covered in accordance with the scope of works for that particular day and specific area.

The Sunday Paddy's sweeper, commencing at 6.00am, is required to place Sulo bins beside food vans in Building D, ensure they are emptied as required, and clean floor area in Building D. At the end of trading bins are to be emptied, re-lined and returned to the compound outside Building D.

The Flower Market sweeper will also be required to ensure that the floor is kept dry in the common areas within the Flower Market. There is a permanent sweeper scheduled on Mondays, Wednesday to Saturdays. (After Monday Public Holidays the sweeper is to work on Tuesdays due to a busy Market.) The other Flower Market toilet Cleaner can assist with sweeping in between toilet cleaning schedules every 30 minutes.

Floor Sweepers are required to sign a register at regular half-hourly intervals during cleaning operations.

2. Public Toilet Blocks – After Trading (as per Cleaning Schedule)

Daily

Starting one hour after trading ends (or as indicated in the last column of the Cleaning Schedule), all toilet blocks are to be thoroughly cleaned as follows:-

- ▷ Empty and clean waste receptacles, disposing of rubbish into large compactor bins on site.
- ▷ Thoroughly clean all surfaces including wall and floor tiled areas, toilet pans and seats, cisterns, urinals, hand basins including down pipes, mirrors, taps and fittings with an approved non toxic germicidal cleaning compound, in accordance with the relevant cleaning frequency, then clean down using a hose.

Note: *Graffitied areas are to be cleaned with an approved graffiti removal agent and all graffiti is to be removed from surfaces each day.*

- ▷ All areas including mirrors are to be wiped and thoroughly cleaned, and in the case of floor areas, mopped clean to remove residue water.
- ▷ Foyer or passageways leading to toilet blocks are to be swept and rubbish deposited into compactor bins on site. These areas are then to be cleaned using high pressure water cleaning equipment and mopped.
- ▷ Supplies of toilet paper and soap are to be checked and replenished as required. See schedule for daily frequency cleaning times.

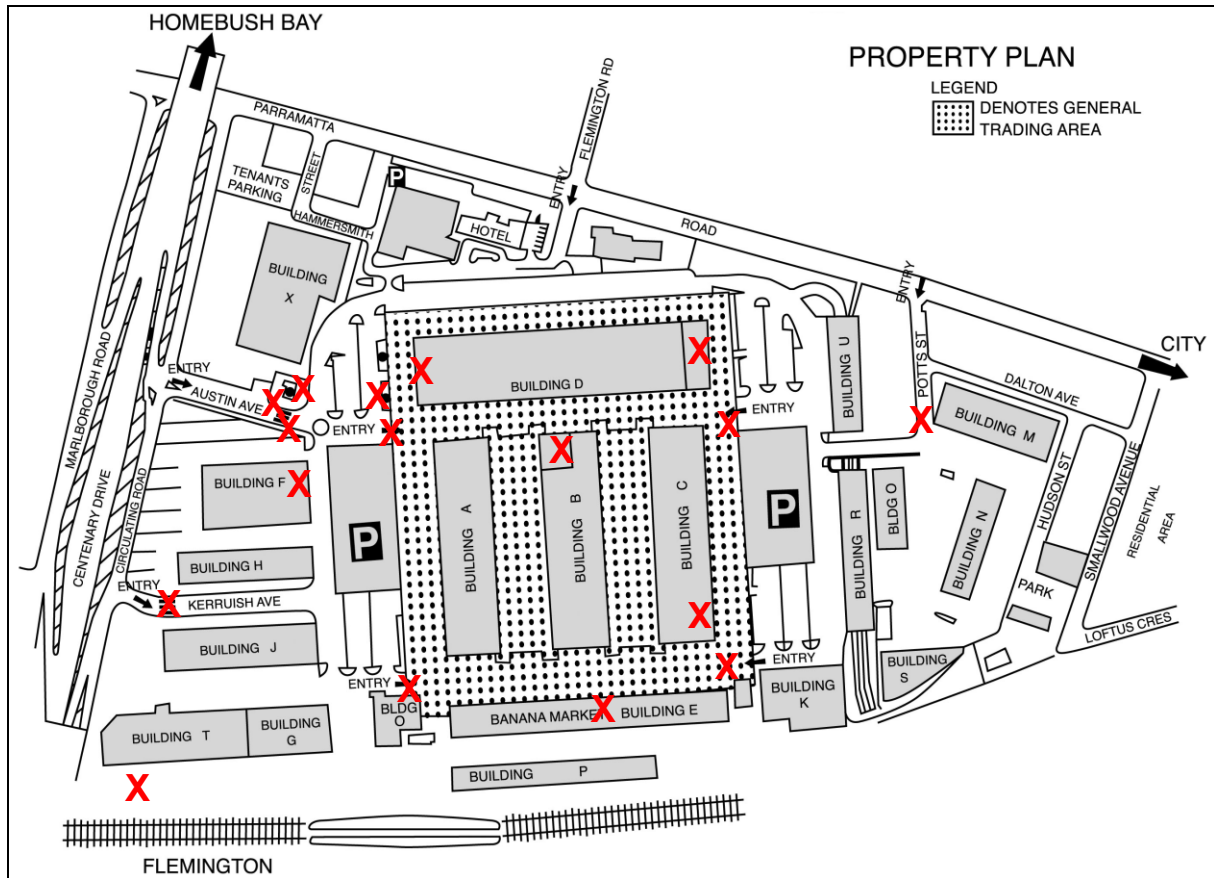
Monthly

- ▷ Clean deep drain urinals and stainless- steel grills in public toilets (men's toilets only). Maintain waterless urinals as per manufacturers guidelines.

Three (3) Monthly

- ▷ Pressure wash floors, wall tiles, toilets and urinals and clean air vents in all male and female public toilets.

AREA 3 – SML Staff Meal Rooms, Toilets, Amenity Areas and Office Areas at Flemington



Areas to be Cleaned

AREA 3 FLEMINGTON	Approx Sq Metres	W/C	Urinals (Metres)	Hand Basins	Showers	Days To Be Cleaned Exc. Weekday Public Holidays	General Nature of Surfaces
First Aid Centre	77	1	-	1	-	Monday-Sunday After 5.00 pm	Vinyl Flooring Wall & Floor Tiles
Operations Office – Building B Landing and stairs (above Team Leader's office)	105	1	-	2	-	Monday-Friday After 5.00 pm	Carpet, Vinyl Flooring Wall & Floor Tiles Steel Stairs
Building B Team Leader's Office	5	-	-	-	-	Monday-Friday After 5.00 pm	Vinyl Flooring
Building B – Markets Central	45	-	-	1	-	Monday-Friday After 5.00 pm	Vinyl Flooring Carpet, Steel Stairs
Building D Offices Including common areas, stairs, Kitchen and toilets	220	2	-	2	1	Monday-Friday After 5.00 pm	Carpet, Vinyl Flooring Wall & Floor Tiles Steel Stairs
Building D – Staff Toilets & Meal Room, Landing and Stairs	57	4	2	4	4	Monday-Sunday After 5.00 pm	Wall & Floor Tiles Landing - Concrete Meal Room - Vinyl
Building D Office Cashiers Office	10	-	-	-	-	Monday-Sunday After 5.00 pm	Vinyl Flooring
Building E Office and Staff Meal Room, Toilets, Landing and Stairs	40	3	-	3	4	Monday-Friday After 5.00 pm	Vinyl Flooring, Floor & Wall Tiles
Building F Market Office Stairs and Landing	20	-	-	-	-	Monday-Saturday After 5.00 pm	Vinyl Flooring, Steel Stairs Concrete
Toll Booths - Austin Ave (2) Toll Booths - Potts Street (1) Toll Booths - Kerruish Ave (1)	6 3 3	-	-	-	-	Monday-Friday After 5.00 pm	Vinyl floor, Rubber Mats, Laminex Bench, Windows
Toll Booths - Austin Ave (1) Toll Booths - Potts Street (1) Toll Booths - Kerruish Ave (1)	3 3 3	-	-	-	-	Once per Week	Vinyl floor, Rubber Mats, Laminex Bench, Windows
G.T.A. Sentry Box Centre West Gate	10	-	-	-	-	Monday-Sunday After 5.00 pm	Vinyl Floor, Rubber Mats, Laminex Bench, Windows
G.T.A. Sentry Box Q	3	-	-	-	-	Monday-Sunday After 5.00 pm	Concrete Floor, Rubber Mats, Laminex Bench, Windows
G.T.A. Sentry Box K	3	-	-	-	-	Monday -Sunday After 5.00 pm	Concrete Floor, Rubber Mats, Laminex Bench, Windows
G.T.A. Sentry Box Centre East Gate	3	-	-	-	-	Monday-Sunday After 5.00 pm	Concrete Floor, Rubber Mats, Laminex Bench, Windows
South West Entry Sentry Box	3					Monday-Friday After 10:00am	Concrete Floor, Rubber Mats, Laminex Bench, Windows
Control Centre Cash Count Rooms	15	-	-	-	-	Monday-Friday	Vinyl Flooring
Control Centre Office	60	-	-	-	-	Monday-Sunday	Vinyl Flooring
Control Centre Meal Room	36	-	-	-	-	Monday-Sunday Daily at 5.00pm	Vinyl Flooring
Control Centre Passageway	8	-	-	-	-	Monday-Sunday	Concrete
Control Centre Landing/Steps	20	-	-	-	-	Monday-Sunday	Concrete
Control Centre Toilets - Female	15	1	-	1	1	Monday-Sunday Daily at 5.00pm	Wall & Floor Tiles
Control Centre Toilets - Male	40	2	1	1	2	Monday-Sunday Daily at 5.00pm	Wall & Floor Tiles
Site Services Foyer & Supervisor's Office	6	-	-	-	-	Monday-Friday After 5.00 pm	Vinyl Flooring
Site Services Staff Meal Room	40	-	-	1	-	Monday-Friday After 5.00 pm	Vinyl Flooring
Site Services Staff Toilets – Male/Shower	8	1		1	1	Monday-Friday After 5.00 pm	Wall & Floor Tiles
Site Services Staff Toilets - Female	2	1	-	1		Monday-Friday After 5.00 pm	Wall & Floor Tiles
Weighbridge and Green Point Office	8	1		1		Monday-Friday After 5.00 pm	Wall & Vinyl Flooring
TOTAL		17	3	19	13		

Duties to be Performed

1. Offices & Meal Rooms

Daily

Dusting

- ▷ All desks, chairs, computer screens, banisters, skirting boards, counter tops, telephones, partitions and windows, air vents, tops of cupboards, clothes lockers, vertical blinds, walls, wall tiles and the exterior surfaces of all equipment shall be dusted using an approved type of dusting cloth. Where dirt is adhering to these surfaces it shall be removed by means of a cloth and an approved type of cleanser.
- ▷ Office work tables and desks, unless left clear of work, are not to be touched (desk furniture such as telephones, blotters, etc are not to be misconstrued as work).

Sweeping

- ▷ Floor surfaces requiring polish are to be swept with an approved type of dust collecting mop, ensuring all dust and dirt is removed.

Carpeted Areas

- ▷ Thoroughly vacuum clean all carpeted areas utilising an approved type of vacuum machine capable of reaching all areas such as under desks and along skirting boards.
- ▷ Remove stains by means of an approved type of spot shampooing method.

Polished Areas

- ▷ Remove surface stains by an approved method.
- ▷ Remove scuff marks. Apply an approved type of polish/sealer where and if required and machine buff surface so treated.
- ▷ Areas not requiring polish/sealer application are to be machine buffed using an approved spray buff method.

Meal Rooms

- ▷ Thoroughly clean and wipe all tables, seats, refrigerators, stoves, urns, hot drink dispensing machines, stainless steel and chromium plated surfaces, drinking fountains, mirrors, vases etc.
- ▷ All stainless steel or chromium plated surfaces shall be cleaned by wiping over with a damp cloth impregnated with an approved cleaning compound. (On no account shall steel wool, abrasive compounds or acids be used.)
- ▷ All plastic garbage containers shall be emptied, lined with a plastic bag and returned to their respective locations.
- ▷ Wall tiles and laminated surfaces such as benches, tables and chairs are to be wiped clean.
- ▷ All ceramic tile floors shall be cleaned with a damp mop.
- ▷ Painted surfaces and walls shall be wiped clean.
- ▷ Water fountains (three) on Centre Rd to be cleaned daily.

Offices

- ▷ Empty all waste containers and wipe clean as required, reline with a clean plastic liner and return to respective locations.
- ▷ Remove all shredded paper and boxes and dispose of in bins provided.
- ▷ Clean all internal & external accessible glass, doors, partitions, walls, wall panels and painted areas, ensuring all dirt and handprints are removed.
- ▷ Office partitions and wall panels shall be thoroughly cleaned with an approved cleanser.
- ▷ Door and floor mats are to be removed to outside of premises and shaken free of accumulated dust.
- ▷ Remove cobwebs.
- ▷ Telephones, including mouthpiece and earpiece, are to be cleaned with an approved telephone disinfectant.
- ▷ Stairways, steps, landings, associated areas (unless carpeted), exposed aggregate, terrazzo and internal concrete areas shall be damp-mopped using an effective cleaning solution with clean water.
- ▷ All glass in entranceways to be thoroughly cleaned using an approved glass cleaning substance.

Weekly

- ▷ All office furniture and/or equipment above 2 metres (6 feet) shall be dusted.
- ▷ All large garbage containers shall be washed with an approved germicidal liquid cleanser.
- ▷ Cleaning of mobile kitchen equipment used for Paddy's Markets
- ▷ Cleaning of all safety rails located on the walkways inside Buildings A,B & C.

Three (3) Monthly

- ▷ Laminate, vinyl or plasticised covered desktops and tables are to be cleaned thoroughly using an approved cleanser.
- ▷ Timber desktops, partitions, doors, cupboards and wall panels to be cleaned with a soft cloth using a light application of an approved furniture polish.
- ▷ Remove dust from all high surfaces not specified elsewhere.
- ▷ All polished areas or selected sections of polished floors will require stripping back and sealing every three months.

Six (6) Monthly

- ▷ Thoroughly clean all vertical blinds.
- ▷ Thoroughly clean all external glass (Building E Office and Meal Room).
- ▷ All carpeted areas to be thoroughly steam-cleaned using approved steam-cleaning equipment and chemicals.

2. Staff Toilets and Amenities

- ▷ Empty and clean waste receptacles, depositing rubbish into large bins as directed
- ▷ All areas in toilet and amenities including wall and floor tile areas, toilet pans, seats, urinals, hand basins, including down pipes and mirrors, taps and fittings are to be cleaned with an approved non-toxic germicidal compound then wiped down.

Note: *Graffitied areas are to be cleaned using an approved graffiti removal agent.*

- ▷ All toilet/amenities area floors are to be mopped clean with clean, disinfected water to remove any dirt or stains.
- ▷ Supplies of toilet paper and soap are to be checked and replenished.
- ▷ All mirrors are to be thoroughly cleaned ensuring no marks are left.

Monthly

- ▷ Machine scrub tiled floor areas.

3. Toll Booths and Sentry Boxes

Daily

- ▷ All chairs, skirting boards, counter tops, telephones, window frames, air vents, exterior surfaces of all equipment shall be dusted using an approved type of dusting cloth. Where dirt is adhering to these surfaces, it shall be removed by means of a cloth and an approved type of cleanser.
- ▷ Internal and external floor areas shall be swept with an approved type of hard bristle broom and mopped clean.
- ▷ Empty all waste containers and wipe clean as required and return to respective locations. All waste containers should always be lined with a clean plastic liner.
- ▷ Clean all internal and external glass/windows.
- ▷ Clean all internal and external walls, doors and painted surfaces.
- ▷ Floor mats are to be removed to the outside of the premises and shaken free of accumulated dust.
- ▷ Remove cobwebs.

4. Car Park (V &Y) Elevators

Daily

- ▷ Spot clean floor area and wipe down interior/exterior walls, doors and glass. (Three times daily 7:00am, 10:00am and 1:00pm.) *Clean and vacuum door grooves.
- ▷ Mop floor area daily.

Weekly

- ▷ Stainless steel, floor, walls and glass cleaning internal and external including signage

CONTRACTOR'S SCHEDULE - FLEMINGTON Materials

Item	Quantity	Rate	Cost per week
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
		\$	\$
TOTAL			\$

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Monday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Tuesday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Wednesday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Thursday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Friday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Table Cleaner/Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Saturday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Sunday

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL					\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

CONTRACTOR'S SCHEDULE - FLEMINGTON

Labour – Periodical

☐ MONTHLY ☐ THREE-MONTHLY ☐ SIX-MONTHLY

Position	Hours of Work		Total Hours	Hourly Rate	Labour Cost
	Start	Finish			
Cleaning Manager				\$	\$
Leading Hand				\$	\$
Leading Hand				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Cleaner				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Sweeper				\$	\$
Table Cleaner/Sweeper				\$	\$
				\$	\$
				\$	\$
				\$	\$
				\$	\$
TOTAL				\$	\$

(The number of employees shown on this form should not be considered as the required number)

COMMENTS (including details of back-up resources)

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

TENDER FORM FOR CONTRACT 261 (2015)

To be submitted by **12:00pm on Friday, 20th March 2020**

To: **Environment Manager
Sydney Markets Limited
Level 3 Market Plaza Building
SYDNEY MARKETS NSW 2129**

Office Hours: **8.00 a.m. to 4.30pm Monday to Friday**

I/We the undersigned do hereby tender to perform the complete Office & Toilet Cleaning services at the Sydney Markets site, Parramatta Road, Flemington, as prescribed in the specification and in accordance with the provisions of the specification and the general conditions of contracts included therein.

Price per week \$

The above price is made up of the following components:

COMPONENT	RATE PER WEEK	TOTAL COST	% OF TOTAL
Labour (see schedules)	\$	\$	%
Materials (see schedules)	\$	\$	%
Contribution Margin	\$	\$	%
Administration Costs	\$	\$	%

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FULL NAME OF COMPANY (please print)

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SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

TENDER FORM FOR CONTRACT 261 (2020)

DISCLOSURE

Do you own or have commercial links with other cleaning companies? If so, please provide details.

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REFEREES

The names of two referees are to be provided who can advise on work undertaken by the tenderer.

1. Contact Name:

Firm:

Telephone Number:

2. Contact Name:

Firm:

Telephone Number:

START OF WORK

Work will start within days of us being notified of being the successful tenderer.

.....
FULL NAME OF COMPANY (please print)

.....
SIGNATURE OF TENDERER

COMPANY SEAL

DATE:/...../.....

TENDERER'S DETAILS

NAME OF TENDERER:

A.B.N. NUMBER:

ADDRESS:

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TELEPHONE NUMBER:

FACSIMILE NUMBER:

EMAIL ADDRESS:

NAME:

SIGNATURE:

POSITION:

WITNESS SIGNATURE:

WITNESS NAME:

SEAL: _____ DATE: _____ DAY OF _____ 2020

Where a State or Territory requires a Tenderer to pay stamp duty on a Tender it is the responsibility of the Tenderer to do so before lodging the Tender.

Tender Opening: No. _____ of _____ Date Of Opening: _____

Sydney Markets Limited Officer's Signatures

_____ Name	_____ Position	_____ Signature
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_____ Name	_____ Position	_____ Signature
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_____ Name	_____ Position	_____ Signature
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