



TENDER NO. 262 (2020)

SPECIFICATION

for

CLEANING

SYDNEY MARKETS HAYMARKET

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. One mandatory site meetings will be held with all prospective tenderers – at 2:00pm on Thursday 20th February 2020– at the Market Office at Quay St Haymarket. A maximum of two representatives of the tenderer can attend. A high visibility vest must be worn on site.(There is a Wilsons Car Park directly below the Markets.)
2. All sections of the Tender document are to be completed fully and correctly.
3. Where hours of duty are nominated in the specifications 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 Haymarket during trading days (Wednesday to Sunday and when open on Public Holidays)
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) Offices and Toilet Cleaning (Flemington 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 affected;

- (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 month for the previous month 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, 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. (Toilet paper and hand towels will be supplied by SML)

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.

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 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 PPE and 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.

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 at Paddy's Markets, Hay Street Haymarket : Trading days are from Wednesday to Sunday.

The cleaning service will be carried out seven (7) days per week, from Monday to Sunday including public holidays. (Mondays and Tuesdays the Markets are Closed however Cleaning demands are still carried out)

AREAS TO CLEAN:

- Fish/Butchers and Deli Areas
- Toilets, Mothers room and First Aid room
- Offices (Staff lunchroom and toilets)
- Loading Dock
- Market and Food Court Areas
- Retail Area
- Cool Rooms
- Fruit Area

Public Toilets, Mothers Room and Disabled toilets (patrol check every 30 min)

Male Toilets:-

Ground Level, 6 cubicles, urinal and sink facilities

Level 1, 5 cubicles, urinal and sink facilities

Ladies Toilets:-

Ground Level Large Ladies Toilets, 15 cubicles and sink facilities, Small Ladies Toilets 7 cubicles and sink facilities

Mothers Room, Baby changing bench, one sink and two children toilets

Disabled Toilets, one toilet and one sink.

Wed – Fri: 9am – 6pm & Sat/Sun 8am – 6pm

First Aid room, one bed, bench and one sink.

As required.

Sweep & wash floor	Daily
Clean & disinfect pans, seats, urinals, basins, fitting & showers	Daily
Spot clean mirrors	Daily
Replenish toilet requisites (From client's stock)	Daily
Dust top of cubicle partitions	Daily
Empty rubbish waste as required	
Loading Dock area	Daily
Pressure cleaning of toilets/loading dock	Weekly

Rubbish

Collect flattened cardboard and full wheelie bins and empty rubbish down the garbage chutes to the lower floor	Daily
Separation of Organic waste from general waste and taken to "Green Point"	Daily
Collection and stacking of Styrofoam boxes in collection area for recycling	Daily
Process Polystyrene recycling after trading hours	Daily
Replenish bokes for re-use in the Paddy's Pick a box- locations as required during trading hours	
Pressure Washing of Sulo bins	Weekly
<ul style="list-style-type: none"> At least one of the Cleaning staff must hold a current Forklift Licence. 	

Scrubbing during the day (Mon)

Machine scrub & degrease all Market floor areas	Weekly
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Offices

Wet dust all furnishings & surfaces	Daily
Wet dust skirting boards, ledges & sills	Daily
Spot clean glass partitions	Daily
Thoroughly sweep & mop all hard floors	Daily
Spot clean marks from walls & doors up to 2 metres	As required
Machine buff all hard floors	Weekly
Empty rubbish bins	Daily
Mop Stairs	Daily
Office Kitchen:	
Scrub and disinfect sink area & lunch table	Daily
Wet dust all horizontal surfaces	Daily
Sweep, mop and disinfect vinyl floors	Daily
Spot clean all kitchen appliances	Weekly
Office toilet	Daily
Strip & Seal Vinyl Floors in Office/Lunchroom and Mothers Room	Bi-annually

Retail Area (Wed – Sun)

Day Clean

Sweep Floor (patrol check every 30 min)	Daily
Collect rubbish & boxes	Daily
Empty Sulo Bins & reline with bin liners	As Required

Respond to 2- way radio calls for spillages & litter patrol	As Required
Night Clean	
Sweep Floor	Daily
Collect rubbish & boxes	Daily
Degrease & machine scrub floors	Daily
Fruit Area (Wed – Sun)	
Day Clean	
Sweep Floor (patrol check every 30 min)	Daily
Collect rubbish & boxes	Daily
Separate organic waste into bins for recycling	Daily
Night Clean	
Sweep Floor	Daily
Collect rubbish & boxes	Daily
Separate organic waste into bins for recycling	Daily
Degrease & machine scrub floors	Twice Weekly
Clean Tables in Fruit and Veg Areas	Every Monday
Fish, Deli and Butchers Area (Wed – Sun)	
Day Clean	
Sweep Floor (patrol check every 30 min)	Daily
Collect rubbish & boxes	Daily
Mop floors dry to reduce slip hazards (As required)	Daily
Empty fly zapper container (Daily)	
Night Clean	
Sweep Floor and pressure clean display cabinets	Daily
Collect rubbish & boxes	Daily
Degrease & machine scrub floors	Daily
Pressure Wash	Weekly
Cool Rooms (5 in Fruit and Veg and 2 in Butchers) (Mon)	
Night Clean	
Sweep Floor	Daily
Collect rubbish from floor and drains	Daily
Clean walls	Daily
Pressure Wash Walls, Floor, Ceiling and curtains	Monthly

Market Area (Wed – Sun)

Day Clean

Sweep Floor, clean tables in food court areas (**patrol check every 30 min**) Daily

Collect rubbish & boxes Daily

Night Clean

Sweep Floor Daily

Collect rubbish & boxes Daily

Degrease & machine scrub floors Weekly

Market City Perimeter (Wed – Sun)

Night Clean

Sweep Floor (**patrol check every 30 min**) Daily

Collect rubbish & boxes Daily

Clean Glass Entrance Doors – Internal & External Daily

PERIODICALS

Paddy's Haymarket

Scrub floor areas with scrubbing machine and heat pressure wash fish/deli areas Every six months
Every week

Glass Doors around the Market entries Every week

Cool Rooms Pressure clean (Monthly)

Strip and seal all vinyl floors Every six months

Dust and clean all ceiling fans within the Markets Every six months

High dusting of ceiling in market areas removing cobwebs and dust Every six months

Pressure clean loading dock and Green Point areas Every three months

Toilets & Kitchens to be Cleaned

Frequency of Cleaning

Daily when trading and respond to urgent spillages. Toilets and kitchen are to be cleaned 5 days per week Wednesday to Sunday, excluding public holidays unless trading.

Times of Cleaning

Cleaning to be completed prior to 6.00am each day or undertaken after 6.00pm each day.

Duties to be Performed

1. Meal Rooms, and SML Office

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

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.
- ▷ 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 counters, benches and external signage.

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, 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

- ▷ All glass surfaces on the interior of windows to be thoroughly cleaned using an approved method.

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 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 days Wednesday to Sundays 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.

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

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 Haymarket

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.

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.

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 recycling 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.

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.

CONTRACTOR'S SCHEDULE - HAYMARKET

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)

.....
 SIGNATURE OF TENDERER

COMPANY SEAL

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

CONTRACTOR’S SCHEDULE - HAYMARKET

Labour – Monday (Market Not Trading)

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 - HAYMARKET

Labour – Tuesday (Market Not Trading)

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 - HAYMARKET

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 - HAYMARKET

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 - HAYMARKET

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				\$	\$
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 - HAYMARKET

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				\$	\$
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 - HAYMARKET

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 - HAYMARKET

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)

.....
 SIGNATURE OF TENDERER

COMPANY SEAL

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

TENDER FORM FOR CONTRACT 262 (2020)

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 the Sydney Markets site cleaning at Quay St Haymarket site, as prescribed in the specification and in accordance with the provisions of the specification and the general conditions of contracts included therein.

Price per month \$.....

The above price is made up of the following components:

COMPONENT	RATE PER MONTH	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 262 (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:

.....

.....

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

Name Position Signature

Name Position Signature