



Department of Parks

Bermuda National Parks

Parks Staff Buildings Cleaning Specifications (2017 edition)

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A. GENERAL TERMS & CONDITIONS

A.01 General Standards and Expectations

A.01.01 The Department of Parks as the Government Agency tasked with the maintenance and development of the Parks Staff Buildings is committed to providing clean buildings and restroom facilities for the general public and for staff facilities. The Contractor is generally required to adhere to the following:-

- diligently and continuously maintain all specified areas;
- facilitate use by staff and the general public at all times with minimal obstruction or inconvenience during hours of operation;
- prepare all areas to the standards described herein.

A.01.02 The whole of the work shall be carried out in a thoroughly professional manner in accordance with accepted and recognized cleaning standards and good working practice, with the intent of achieving managed and hygienic areas.

A.01.03 For the purposes of this contract the **Parks Staff Buildings property** includes all the land, buried and overhead utility services, fixed physical equipment, signage, plant material, natural and built structures of the Parks Staff Buildings as outlined in the attached Map Series and Schedule of Maintenance Locations.

A.01.04 For the purposes of this contract the **Parks Staff Buildings contract limit** is defined as the areas noted in the attached Annex B (Map of Parks Department Building Locations and Annex C (Typical Building Conditions) and Section C of Annex D (Parks Department Cleaning Specifications).

A.01.05 The **Parks Staff Buildings** shall not be used by the Contractor for any other purpose than specified or approved by the Department of Parks. The Contractor should not knowingly permit any access or use by other persons than those prescribed and permitted by the Department of Parks.

A.01.06 The Contractor shall ensure that the **Parks Staff Buildings** are protected against accidental or negligent damage that may be caused through undertaking the works specified herein. In this regard, the Contractor is advised that biohazardous substances may be encountered within restrooms located within the **Parks Staff Buildings** and may be encountered in the course of executing these works.

A.01.07 The Contractor shall be responsible for applying all standard industry precautions and best practice methods to minimize safety and health risks in accordance with Section A.06 (Health & Safety) of the Contract. The Contractor shall maintain a

record of all as-built drawings provided by relevant utility services and provide a report of this data to the Department of Parks prior to contract completion.

- A.01.08 The Contractor shall have free access to the sites for the duration of the works. Access shall be only by agreed routes of public rights of ways.
- A.01.09 Notwithstanding the above, the Department of Parks may at times restrict or prohibit the Contractor access at specific times considered by the Department of Parks to be necessary or desirable. A minimum of ten working days' notice will be given in this instance. The Department of Parks shall not bear the cost of any such delay or denial of access; the Contractor shall be expected to alter their work routine accordingly.
- A.01.10 Public access must not be denied or impeded by contract activity unless previously approved by the Department of Parks.
- A.01.11 Every courtesy and assistance shall be given by the Contractors staff to members of the general public using the Parks Staff Buildings.
- A.01.12 Any damage caused by the Contractor in carrying out the works of this contract shall be immediately made safe and repaired to the satisfaction of the Department of Parks at the earliest convenient time, or as directed and at the sole cost of the Contractor.
- A.01.13 The Department reserves the right to direct staff, duly authorized volunteer workers or employ additional Contractors to carry out other aspects of Parks Staff Buildings work not under this contract. The contractor shall coordinate with the Department and its forces to achieve arrangements for concurrent work to the Parks Staff Buildings as required.

A.02 Management Of The Works

- A.02.01 The overall management of the **Parks Staff Buildings** detailed herein remains the prerogative of the Department of Parks. The Department of Parks reserves the right to prescribe the type and timing of all the work to be undertaken.
- A.02.02 The Contractor is responsible for planning, supplying, undertaking the specified tasks and monitoring the standard of work produced.
- A.02.03 The Contractor shall ensure that when work is in progress there is a nominated competent person authorized by the Contractor to receive instructions from the Department of Parks. The Contractor's representative shall be responsible for ensuring that works are progressed in accordance with and to the standards specified herein.

- A.02.04 The Contractor shall provide sufficient supervisory and managerial staff to fully control, organize and monitor all the activities undertaken by the Contractor's employees. The Department of Parks would like to require that female contract workers clean the women's facilities and male contract workers clean the men's facilities. This will be monitored by the Department of Parks staff representative for compliance.
- A.02.05 Joint reviews by the Department of Parks staff representative and the Contractor shall be made at monthly intervals.
- A.02.06 Each task at any site shall be continuously progressed to completion without undue delay except for natural work breaks, unless programmed otherwise. Allied tasks shall be completed at the same time.
- A.02.07 Work shall only be undertaken between the hours of 7:00 a.m. and 5:00 p.m., Monday through Sunday. The Contractor is not permitted to carry out maintenance on Sundays (EXCEPT at Horticultural Hall and the Visitor's Center; See B.02.01) or public holidays.
- A.02.08 The Contractor shall provide all the necessary labour for the completion of the works. The Contractor shall not permit unauthorized or inadequately trained individuals to be employed on any task or operate any machinery or equipment they have not been adequately trained to undertake and use.
- A.02.09 The Contractor is solely responsible for the good behavior of operatives while they are employed on site. However, the Department of Parks may recommend exclusion from the contract for any reasonable cause.
- A.02.10 The Contractor shall provide signage that informs the public when the facilities will be open following the cleaning work. If alternative facilities are available, they will be noted in the signage.

A.03 Equipment and Machinery

- A.03.01 The Contractor is responsible for the selection, purchase and maintenance of all equipment and machinery needed to carry out the work detailed in this specification.
- A.03.02 Work equipment shall be in good working order before commencing work. Any defects shall be remedied before the equipment can be used on this contract.
- A.03.03 Work equipment shall only be used for the purpose for which it is designed and according to A.02.08.
- A.03.04 All safety features, covers, decals etc. shall be fitted and maintained as per manufacturer's specifications.

A.03.05 Work equipment may only be stored in places designated by the Department of Parks. Equipment shall not be left unattended on site without the express permission of the Department of Parks.

A.04 Disposal

A.04.01 The Contractor shall clear away all waste items in accordance with Section C of this specification. The Contractor shall ensure that contract areas are left clean and tidy at the completion of each work day.

A.05 Policy Compliance

A.05.01 The Contractor is required to comply with the laws of Bermuda and the policies of the Bermuda Government, inclusive of the following:-

- The Occupational Safety and Health Act 1982 with its Regulations (2009)
- The Commission for Unity and Racial Equality Act 1994
- The Employment Act 2001
- The Bermuda National Parks Act 1986 with its Regulations (1988)

A.05.02 The Department of Parks, acting as a good employer, reserves the right to monitor the Contractor's recruitment and management policies to ensure necessary compliance.

A.06 Health and Safety

A.06.01 The Contractor shall adopt working practices in accordance with the Occupational Safety and Health Act 1986, its associated Code of Practice (1997), Regulations (2009) and additional department requirements contained in this Specification.

A.06.02 The Contractor shall adopt working practices that safeguard the environment, its workers, Parks staff and the general public from pollution, noise and other hazards. In this regard the Contractor shall provide a copy of the firm's Safety & Health Policy and a Method Statement documenting proposed work practices for minimizing work safety & health risks of its workers as well as that of Parks Staff and / or members of the public.

A.06.03 The Contractor will ensure, as far as reasonably practical, that members of the public using the Parks Staff Buildings are not put at risk by the works being undertaken by the Contractor.

A.06.04 The Contractor will ensure that all employees and sub-contractors operating machinery and equipment shall be issued with and wear the requisite personal protective equipment in accordance with the Occupational Safety & Health Regulations (2009) and its Code of Practice (1997).

- A.06.05 The Contractor will record every incident and occurrence that contravenes these policies and maintain an accident/injury log. All such incidents will be reported to the Department of Parks at the earliest convenience.
- A.06.06 The Contractor shall provide all necessary barriers, cones, signage and notices around works where public protection is deemed to be required. It shall be the Contractor's responsibility that its representatives use such precautions as required.
- A.06.07 All Government buildings and project worksites are designated as smoke and drug-free. Therefore smoking and /or drinking of any illegal substance is not permitted on these premises.

A.07 Communication and Documentation

- A.07.01 Upon Contract award and prior to contract start, the Contractor shall attend a mandatory Pre-Contract Start meeting attended by Parks Department Operational Management staff. The Contract pre-start meeting must cover all anticipated logistical, management and payment matters required for successful execution of the contract. Critical agenda topics that shall be resolved before start of contract include the following:-
- Identification, duties, regular / emergency contact details and staff backup of the Department and Contractor Field Representatives;
 - Review security requirements, key sign-out and related matters;
 - Review payment processing requirements and standard formatting;
 - Review of safety & health requirements and method statement;
 - Site area walkthrough, confirmation of pre-contract conditions, potential hazardous conditions, agreed hazard control actions as well as staff introduction.
- A.07.02 The Contractor will have an adequate telephone and email facility in an agreed administrative location which will be used in connection with this contract. The Contractor's representative on site will also have a mobile phone contact during working hours and for after-hour emergency contact use.
- A.07.03 The Contractor shall complete and submit the following documentation and reports on a monthly basis (due by the 5th working day of each month for the previous months work):-
- Job sheet with work completed each month (Department Field Rep and Contractor's Field Rep must jointly sign-off).
 - Defects / Damage reports to structures, equipment, furnishings & fittings etc.
 - Accident reports for Contractors staff and third party incidents

A.07.04 The Contractor shall report all incidences of damage to the Parks Staff Buildings as described in the schedule of works either through vandalism, natural occurrences or wear and tear to the Department of Parks at the earliest convenience.

A.08 Publicity and Public Awareness

A.08.01 The Department of Parks requires the Contractor to maintain a high public profile and promote the Department policy of providing a safe, high quality amenity, educational and recreational resource.

A.08.02 The Contractor shall have the right to ask staff or members of the public to move or detour so that work can be progressed to completion, but must take into account known use patterns and avoid times of maximum use whenever possible.

B. DESCRIPTION OF WORKS

B.01 General Description & Location

B.01.01 Cleaning services are required for the following facilities:-

Botanical Gardens Buildings

- Visitor Centre and restrooms
- Horticultural Hall and restrooms
- Tulo Valley Plant Nursery Staff Facilities and restrooms.

Marsh Folly Complex

- Staff Facilities & Restrooms

Tulo Valley Nursery

- Staff Facilities & Restrooms

B.02 Cleaning Schedule

B.02.01 The Contractor shall provide cleaning services, **without fail**, in the following areas and adhering to the schedules below:

Buildings to be cleaned Mondays through Fridays:

- a. Visitors Centre and restrooms
- c. Horticultural Hall restrooms
- e. Tulo Valley Plant Nursery Staff Areas and restrooms

Building to be cleaned Wednesdays and Fridays ONLY:

1. Horticultural Hall

Buildings to be cleaned Saturdays and Sundays (including Public Holidays):

1. Visitors Centre restrooms
2. Horticultural Hall restrooms

B.03 Scope Of Work and Responsibilities

B.03.01 Contract Services will include the following duties:

- A. Sanitizing and cleaning of all restrooms – sinks, toilets, walls, floors, (including removal of human waste or other potentially infectious substances from walls, surfaces etc.);
- B. dusting, sweeping, mopping, vacuuming carpets;
- C. emptying trash cans and changing bags,
- D. refilling dispensers and deodorizing restroom fixtures, equipment and surfaces;
- E. any other cleaning activities as required, as well as securing (locking) all buildings.

B.03.02 The Contractor will be responsible for the purchase of cleaning supplies, equipment and materials.

B.03.03 The Department will supply toilet paper, hand towels, soap refills, and trash bags.

B.03.04 All buildings are to be cleaned between 5pm and concluding by or before 6pm.

B.03.05 The Contractor will be responsible for securing (locking) all buildings, i.e. lock entry doors and close/lock windows, at 6pm.

B.04 Cleaning Specifications

Daily Cleaning

B.04.01 Daily Cleaning Services shall include the following duties:

- a. Empty all waste paper bins and remove trash from offices and restrooms and replace bin liners daily.
- b. Spot clean, remove dust, dirt and finger marks to all windows including viewing panels to doors.
- c. Spot wash finger prints, marker marks, and any mark from all wall surfaces, doors, frames, desks and glass surfaces.

- d. Clean exterior face of cupboard doors, bench tops and tables.
- e. Clean and disinfect all water coolers throughout the building.
- f. Clean all kitchen areas, sinks, cupboards exteriors, refrigerator surfaces, tiles, backsplash, counters, bench-tops, and all common rooms. Replace all hand towels, air freshener, and soap as needed.
- g. All contaminated work surfaces shall be decontaminated with an appropriate disinfectant approved by the Parks Department.
- h. Clean all toilets, sinks, mirrors, tiles, fixtures, vents, walls, sweep and mop all floors with an approved EPA cleaning solution. Replace all hand towels, toilet paper rolls, air freshener, and soap as needed.
- i. Clean and disinfect all urinals in the men’s washrooms daily. Note: all cleaning solutions, solvents shall be environmentally friendly (preferably green) and must be approved and supplied with a Materials Safety Data sheet.
- j. Clean and disinfect all metal and laminated surfaces in all washrooms daily.
- k. Remove litter and sweep all wood floors in offices and corridors throughout the demised area. Only a soft bristled broom or a dust mop must be used for sweeping.
- l. Sweep and mop all floor tiles with an approved cleaning solution.
- m. Sweep all internal stairwells daily
- n. Use a soft brush vacuum cleaner to vacuum the floor to remove the finer particles of dirt and dust.

Weekly Cleaning

B.04.02 Weekly Cleaning Services for the purpose of this contract are defined as 1 day per week. Weekly Cleaning Services shall include the following duties:

- a. Wet wipe all furniture in offices and open areas with an approved furniture cleaning product. Clean all phone sets, and handsets with an approved disinfectant cleaner.
- b. Clean all chairs, picture frames, doors, blinds, window sills, and shelves throughout the building.
- c. Wet wipe all office furniture, equipment, printers, and copiers with an approved cleaning solution.
- d. Clean all microwaves, refrigerators and stoves inside and out.
- e. Clean marks from walls, doors, ceilings, panels and spot clean all stainless steel.

- f. Clean and remove all cob-webs and pest droppings on all areas.
- g. Clean and vacuum all entrance areas and entrance mats.
- h. Wipe off dirty marks with a damp cloth. In case of stubborn dirt, apply some intensive agent to the area to be treated, rub dry after a few minutes and then wipe with a damp cloth.
- i. Scrub shower floors and wall surrounds
- j. Fully vacuum clean all carpeted floor areas and entrance mats.
- k. All vacuum cleaning activities must incorporate approved allergen-free vacuum cleaner filtration and be certified to remove not less than 99.97% of all particles down to a minimum diameter size of 0.3 microns.

E WASTE MANAGEMENT

E.01 Waste Management – General Requirements

E.01.01 For the purposes of this contract, waste shall be defined as one of the following categories of items encountered within the contract limits that negatively impact visual and environmental quality of the Parks Staff Buildings:

- Biohazardous waste – human waste encountered within the contract limit;
- General domestic waste – items of paper, plastic, glass, aluminum etc.
- Recyclable waste - items of tin, aluminum or glass
- Bulky waste – either accidentally or illegally deposited

E.01.02 All above mentioned items should be lawfully removed by the Contractor to the appropriate dumping facility as required by the Ministry of Public Works Waste Management Section.

D.04 General Domestic Waste Management

D.04.01 All small sized domestic waste encountered in the course of contract execution shall be bagged prior to commencing work in any particular area.

D.04.02 The Contractor shall remove all bagged litter from site at the completion of each task or at the end of each working day.

D.05 Recyclable Waste Management

- D.05.01 All recyclable waste encountered in the course of contract execution shall be disposed in designated recycling bins located on the Parks Staff Buildings or otherwise lawfully disposed off-site.