

ANNEX C – SCOPE OF WORK

A. Scope of Work

1. General Standards and Expectations

- 1.1. The Horseshoe Bay Rest rooms shall not be used by the selected respondent for any other purpose than specified or approved by the Department of Parks. The selected respondent should not knowingly permit any access or use by other persons than those prescribed and permitted by the Department of Parks.
- 1.2. The selected respondent shall be responsible for applying all standard industry precautions and best practice methods to minimize safety and health risks in accordance with Section 6 of this Appendix (Health and Safety).
- 1.3. The selected respondent shall have free access to the site for the duration of the works as stipulated in section 2.7 of this Appendix.
- 1.4. Notwithstanding the above, the Department of Parks may at times restrict or prohibit the selected respondent access at specific times considered by the Department of Parks to be necessary or desirable. A minimum of five (5) working days' notice will be given in this instance where feasible. The Department of Parks shall not bear the cost of any such delay or denial of access; the selected respondent shall be expected to alter their work routine accordingly.
- 1.5. Public access must not be denied or impeded by contract activity unless previously approved by the Department of Parks. Should public access be denied, the selected respondent shall post signage, which has been approved by the Department of Parks' Field Representative, which notifies the public accordingly.
- 1.6. Every courtesy and assistance shall be given by the selected respondent's staff to members of the general public using the Horseshoe Bay bathroom facilities.
- 1.7. Any damage caused by the selected proponent 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 by the Parks Department and at the sole cost of the selected respondent.
- 1.8. The selected respondent shall coordinate with the Department and its forces to achieve arrangements for concurrent work to the bathroom facilities as required.
- 1.9. **Cleaning Schedule PEAK SEASON**
 - 3 Cleaning sessions per day (minimum):
 - 8:00am to 9:00am - 1hr
 - 12:00pm to 5:00pm - 5hrs
 - After 8:00pm - 2hrsMinimum - 1 person recommended for morning and evenings and 2 persons (male & female for each bathroom 12:00pm to 5:00pm)

PEAK SEASON ESTIMATED MATERIALS PER MONTH
(Minimum suggested based on previous services)

– This may be left open to the proponent

- 1 Case of Center-pull hand towel – 6 X 1000ft
- 16 Cases Jumbo Toilet Paper
- 2 Case 33gal Black Trash Bags
- 9 Cases Hand Soap
- 2 Case Toilet Bowl Cleaner
- 7 Case Bathroom Disinfectant Spray

NON-PEAK SEASON

Regime to be at reduced scale as necessary - Twice daily (minimum, including opening and closing)

2. Management of the Works

- 2.1. The overall management of the Horseshoe Bay rest room facilities 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.
- 2.2. The selected respondent is responsible for planning, supplying, undertaking the specified tasks and monitoring the standard of work produced.
- 2.3. The selected respondent shall ensure that when work is in progress there is a nominated competent person by the selected respondent to receive instructions from the Department of Parks. The selected respondent's representative shall be responsible for ensuring that works are progressed in accordance with and to the standards specified herein.
- 2.4. The selected respondent shall provide sufficient supervisory and managerial staff to fully control, organize and monitor all the activities undertaken by the selected respondent's employees. The selected proponent shall ensure that female contract workers clean the women's facilities and male contract workers clean the men's facilities at times if/when the premises are occupied. This will be monitored by the Department of Parks representative for compliance.
- 2.5. Joint reviews by the Department of Parks staff representative and the selected respondent shall be made at monthly intervals.
- 2.6. Each task 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.
- 2.7. Work at the Horseshoe Bay Beach Restrooms shall be undertaken between the hours of 6:00 am and 8:00 pm, Monday through Sunday. Each respondent shall provide a detailed schedule for the cleaning of these facilities in Section 10 of this Appendix.

- 2.8. The selected respondent shall provide all the necessary labour for the completion of the works. The selected respondent 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.
- 2.9. The selected respondent is solely responsible for the good behavior of operatives while they are employed on site. However, the Department of Parks may recommend the exclusion of staff from the contract for any reasonable cause.
- 2.10. The selected respondent 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. All signage must be approved by the Department of Parks prior to its use.
- 2.11. **NO SUBCONTRACTING** - The resulting Agreement shall ensure to the benefit of and shall be binding on and enforceable by the parties and their respective successors and permitted assigns. Neither party may assign or subcontract any of its rights or obligations hereunder without the prior written consent of the other party. Any act in derogation of the foregoing shall be null and void.

3. Equipment and Machinery

- 3.1. The selected respondent is responsible for the selection, purchase and maintenance of all equipment and machinery needed to carry out the work detailed in this specification.
- 3.2. 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. Work equipment shall only be used for the purpose for which it is designed.
- 3.3. All safety features, covers, decals etc. shall be fitted and maintained as per manufacturer's specifications.
- 3.4. 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.

4. Disposal

The selected respondent shall clear away all waste items in accordance with item 13: Waste Management. The selected respondent shall ensure that contract areas are left clean and tidy at the completion of each work day.

5. Policy Compliance

The selected respondent is required to comply with the laws of Bermuda and the policies of the Bermuda Government as applicable, included but not limited to 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 2000
- The Bermuda National Parks Act 1986 with its Regulations (1988)

6. Health and Safety

- 6.1. The selected respondent shall adopt working practices in accordance with the Occupational Safety and Health Act 1982, its associated Code of Practice (1997), Regulations (2009) and additional department requirements contained in this Specification.
- 6.2. The selected respondent 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 selected proponent 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.
- 6.3. The selected respondent will ensure that all employees and sub-contractor(s), where/if permitted, 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 selected respondent.

- 6.4. The selected respondent will ensure that all employees and sub-contractor(s), where/if permitted, 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 (189t).

- 6.5. The selected respondent will record every incident, occurrence, dangerous occurrence, and near misses that contravenes these policies and maintain an accident/injury log. All such incidents will be reported to the Department of Parks within 24 hours but no later than two (2) business days of the incident, occurrence or near miss. The selected respondent shall use the Incident Report Form Sample to report any incidents.
- 6.6. The selected respondent shall provide all necessary barriers, cones, signage and notices around works where public protection is deemed to be required. It shall be the selected respondent's responsibility that its representatives use such precautions as required. The Parks' Field Representative will review and approve all signage before use.
- 6.7. All Government buildings and project worksites are designated as smoke and drug- free. Therefore smoking, alcohol consumption and/or the consumption of any illegal substance is not permitted on these premises.

7. Communication and Documentation

- 7.1. Upon contract award and prior to contract start, the selected respondent 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:
- 7.1.1. Identification, duties, regular/ emergency contact details and staff backup of the Department and selected respondent Field Representatives;
 - 7.1.2. Review security requirements, key sign-out and related matters;
 - 7.1.3. Review payment processing requirements and standard formatting;
 - 7.1.4. Review of safety & health requirements and method statement;
 - 7.1.5. Site area walkthrough, confirmation of pre-contract conditions, potential hazardous conditions, agreed hazard control actions as well as staff introduction.
- 7.2. The selected respondent 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):

- 7.2.1. Job sheet with work completed each month (Department Field Representative and selected respondent's Field Representative must jointly sign-off).
- 7.2.2. Defects / Damage reports to structures, equipment, furnishings & fittings etc.
- 7.2.3. Accident reports for the selected proponent's staff and third party incidents (See Sample Incident Report Form)

7.3. The selected respondent shall report all incidences of damage to the Horseshoe Bay rest room facilities 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. (See Sample Defects & Damages Report Form)

8. Publicity and Public Awareness

- 8.1. The Department of Parks requires the selected proponent to maintain a high public profile and promote the Department policy of providing a safe, high quality amenity, educational and recreational resource.
- 8.2. The selected respondent 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.
- 8.3. The Department of Parks agrees to allow the selected respondent full access to the property for the purposes of daily cleaning as per the contract documents.

9. General Description & Location

Cleaning services are required for the following facilities:

- 9.1. Horseshoe Bay comprising of:
 - two (2) Restrooms (one male, one female)**

** For the purposes of this agreement the terms "restrooms" includes lavatories and all adjacent changing areas, showers, washrooms and corridors to the premises.

10. Cleaning Schedule

The selected respondent shall provide cleaning services, without fail, in the following areas and adhering to the schedules below:

- 10.1. Buildings to be cleaned Mondays through Sundays (including Public Holidays):
 - Horseshoe Bay Restrooms**
 - Services to be provided shall be defined as 7 days per week Monday – Sunday inclusive

- During the “off peak season this is to be done twice daily, once at noon and at the end of day after 5:00 p.m. During the “peak” summer period this is to be done thrice daily, once at 8:00 a.m., at noon and at the end of the day after 5:00 p.m... All cleaning of restrooms shall be recorded on the Daily Cleaning Register to be posted at the back of the restroom door.

11. Scope Of Work and Responsibilities

11.1. Cleaning Services will include the following duties:

- 11.1.1. Sanitizing and cleaning of all restrooms - sinks, toilets, showers, changing rooms, walls, floors, (including removal of human waste or other potentially infectious substances from walls, surfaces etc.);
- 11.1.2. dusting, sweeping, mopping;
- 11.1.3. emptying trash bins and changing bags,
- 11.1.4. refilling dispensers and deodorizing restroom fixtures, equipment and surfaces;
- 11.1.5. any other cleaning activities as required, as well as securing (locking) all buildings.
- 11.1.6. Replace all hand towels, toilet paper rolls, air freshener, and soap as needed.

Requested services that cannot be completed/ provided by selected respondent due to existing conditions should be brought to the attention of the Parks Representative for recommended action.

- 11.2. The selected respondent will be responsible for the purchase of cleaning supplies, equipment and materials.
- 11.3. The selected respondent will supply dispenser soap, hand towels, toilet paper, toilet bowl cleaner, urinal pucks, air fresheners, and trash bags.
- 11.4. The selected respondent will be responsible for securing (locking) all buildings, i.e. lock entry doors and close/lock windows when departing the site.
- 11.5. Services that cannot be completed by the selected respondent must be brought to the attention of the Department of Parks representative for recommended action.

12. Cleaning Specifications

NOTE: Partial list only. Tasks must comply with Housekeeping Activities Checklist

12.1. Each Visit

Cleaning services at each visit shall include the following duties:

- 12.1.1. Empty all trash bins and replace bin liners daily.
- 12.1.2. Spot clean, remove dust, dirt and finger marks to all windows.

- 12.1.3. Spot wash finger prints, marker marks, and any mark from all wall surfaces, doors, frames, and glass surfaces.
- 12.1.4. Replace all hand towels, toilet paper, urinal pucks, air freshener, and soap as needed.
- 12.1.5. All contaminated work surfaces shall be decontaminated with an appropriate disinfectant approved by the Parks Department.
- 12.1.6. Clean all toilets, sinks, showers, changing rooms, mirrors, tiles, fixtures, vents, walls, sweep and mop all floors with an approved EPA cleaning solution.
- 12.1.7. 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.
- 12.1.8. Clean and disinfect all metal and laminated surfaces daily.
- 12.1.9. Remove litter.
- 12.1.10. Sweep and mop all floor tiles with an approved cleaning solution.
- 12.1.11. Clean and remove all cob-webs and pest droppings on all areas.

13. Waste Management

13.1. Waste Management - General Requirements

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:

- 13.1.1. Bio hazardous waste - human waste encountered within the contract limit;
- 13.1.2. General domestic waste - items of paper, plastic, glass, aluminum etc.
- 13.1.3. Recyclable waste - items of tin, aluminum or glass
- 13.1.4. Bulky waste - either accidentally or illegally deposited

JOB SHEET SAMPLE

Horseshoe Bay Bathroom Facilities Cleaning Services - Job Sheet				
Month				
				Notes:
1				
2				
3				
4				
5				
6				
.				
.				
.				
29				
30				
31				

Contractor Signature: _____ Date: _____

Key:	
√	= Cleaned
X	= Not Cleaned

DEFECTS & DAMAGES REPORT SAMPLE

Horseshoe Bay Bathroom Facilities Cleaning Services - Defects & Damages Report				
Date that Defect/Damage was Noticed:				
Date that Park's Rep. was Notified:				
Description of Defect/Damage:				
Contractor's Recommendations:				

Contractor Signature: _____ Date: _____

Park's Rep. Signature:

Date:

INCIDENT REPORT FORM SAMPLE

INCIDENT REPORT FORM

SECTION 1 - EMPLOYER INFORMATION

Department/Section:

Department of Parks - Contracted Cleaning Services

Employer's Address and Postal Code:

169 South Road, Paget DV04

Person in control of place of employment

Tel No:

Fax No:

e-mail:

SECTION 2 - EMPLOYEE INFORMATION

Full Name of Employee:

Occupation/Job Title:

Age:

Male

Female

Office Employee

Non-Office Employee

Sub-contractor

SECTION 3 - INCIDENT SITE INFORMATION

Date of Incident

D

M

Y

Time

Site of Incident:

Work Activity at time of Incident:

Weather conditions (if a contributing factor):

Name(s) of witness(es):

INCIDENT REPORT FORM SAMPLE (cont'd.)

(B) INCIDENTS INVESTIGATION: *(please tick the appropriate boxes to indicate the contributing factors)*

Work Materials		Work Procedures		Environment	
<input type="checkbox"/>	Poorly labeled	<input type="checkbox"/>	Inadequately documented	<input type="checkbox"/>	Inadequate Housekeeping
<input type="checkbox"/>	Inadequately handled	<input type="checkbox"/>	Procedure non-compliance	<input type="checkbox"/>	Inadequate Lighting
<input type="checkbox"/>	Inadequately stored	<input type="checkbox"/>	Inadequate safety considerations	<input type="checkbox"/>	Inadequate Ventilation
<input type="checkbox"/>	Improper PPE or lack of use	<input type="checkbox"/>	Improper technique	<input type="checkbox"/>	Poor workplace design
Machines and Tools		Manpower		Management Control	
<input type="checkbox"/>	Inadequately inspected	<input type="checkbox"/>	Inadequately trained	<input type="checkbox"/>	Inadequate supervision
<input type="checkbox"/>	Insufficiently guarded	<input type="checkbox"/>	Physical limitation	<input type="checkbox"/>	Inadequate safety planning
<input type="checkbox"/>	Failed emergency mechanism	<input type="checkbox"/>	Mental limitation	<input type="checkbox"/>	Non-response to identified issues
<input type="checkbox"/>	Unauthorized use	<input type="checkbox"/>	Employee error	<input type="checkbox"/>	Ineffective lines of communication
<input type="checkbox"/>	Defective machine and/or tool	<input type="checkbox"/>	Insufficient knowledge of job	<input type="checkbox"/>	
Other: <i>(please specify)</i>					

(C) CAUSES OF INCIDENT:

(D) CORRECTIVE ACTION PLAN:

Approved by (Supervisor):		Date: D ____ M ____ Y ____
Reviewed by (Safety and Health Officer):		Date: D ____ M ____ Y ____

SECTION 7- FOR SAFETY OFFICE USE ONLY

Report forwarded to OSH Office	YES	Date: D ____ M ____ Y ____			
	Follow-up Action	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

HOUSEKEEPING ACTIVITIES CHECKLIST

	Frequency						
	1	2	3	4	5	6	7
Reception/Entry Areas							
Dry sweep/clean and vacuum mat/carpets	X						
Dry sweep and mop immediate ground or floor (inside & immediate outside areas)	X						
Clean windows/window glass at counters (both sides)	X						
Spot clean/wipe down main doors and handles (all areas)	X						
Spot Clean/wipe down elevator (inside and outside)	X						
Remove Cobwebs from base boards and ceilings (and all other areas)							X
Clean/dust/wipe down/vacuum all furniture (fabric & upholsteries)	X						
Dust and wipe down all office equipment: computers, printers, fax machines, TV and other electronics	X						
Clean, disinfect and sanitize all telephones	X						
Wipe down flower pots/clean base basins/dust/shine plants							X
Water Plants							X
Dust books/magazines & neatly rearrange items	X						
Clean Water Fountains/Coolers & restock cups	X						

Legend

1 = Daily

2 = Weekly

3 = Bi-Weekly

4 = Fortnightly

5 = Monthly

6 = Quarterly

7 = As Needed

HOUSEKEEPING ACTIVITIES CHECKLIST (cont'd.)

	Frequency						
	1	2	3	4	5	6	7
General							
Clean/sweep/mop/vacuum all floors, and mats							X
Clean/dust/wipe all walls and partitioning areas/materials							X
Dust and wipe down all furniture							X
Clean/remove all visible signs of mold/dirt/lint Build-up							X
Empty all waste bins and reline with waste collection bags							X
Wash/clean waste baskets/bins							X
Bathroom/washroom fixtures: clean - disinfect - sanitize							X
Clean Toiletry Holders and restock items: Hand Towel, Toilet paper, soap, hand sanitizers, lotion etc.							X
Dry sweep and mop bathroom/washroom/restroom floors - clean, Disinfect and Sanitize							X
Machine scrub and polish all tile floors						X	
Clean skirtings (borders/baseboards)				X			
Clean/vacuum all Window Blinds						X	
Clean Window Boxes and Sills				X			
Remove all visible Cobwebs							X
Spot Clean all Light Switches	X						
Clean and Organize Store Rooms		X					

Legend

1 = Daily

2 = Weekly

3 = Bi-Weekly

4 = Fortnightly

5 = Monthly

6 = Quarterly

7 = As Needed

HOUSEKEEPING ACTIVITIES CHECKLIST (cont'd.)

	Frequency						
	1	2	3	4	5	6	7
Bathroom/Washroom/Restroom							
Urinals - clean/Disinfect/Sanitize (all areas)	X						
Toilets - Clean/Disinfect/Sanitize (all areas)	X						
Toilet Bowls - clean covers & seat (top & underneath areas)	X						
Toilet Bowls - clean outer areas (including base and areas behind)	X						
Sinks & Taps/Countertops - clean/disinfect /sanitize (all areas)	X						
Mirrors - clean and shine	X						
Bathroom Wall Tiles - clean/disinfect/sanitize (all general areas)			X				
Stalls and Stall Partitions - Clean/disinfect/sanitize (all areas)			X				
Vent Grills/Air Conditioning Vent Grills - Dust/wipe down (disinfect/sanitized)						X	
Clean toiletry dispensers and restock Supplies	X						

Legend

1 = Daily

2 = Weekly

3 = Bi-Weekly

4 = Fortnightly

5 = Monthly

6 = Quarterly

7 = As Needed