

SECTION B:
REQUIREMENT SPECIFICATIONS

INVITATION TO TENDER FOR THE PROVISION OF
CLEANING, RECYCLING AND DISINFECTION SERVICE
AT TANJONG PAGAR DISTRI PARK

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1 INTRODUCTION

- 1.1 Singapore Art Museum (SAM) announced its new strategic direction, aligned with its vision to provide thought-provoking and meaningful everyday encounters through contemporary art. Challenging the notion of a museum as a single physical space that houses artworks for visitors, SAM will infuse art into the everyday by presenting in unexpected spaces around Singapore and actively collaborate with partners and communities to drive positive change through art. With a plan to roll out art experiences and presentations to audiences in different physical and virtual spaces over the next few years, SAM will begin with the opening of a new space in Tanjong Pagar Distripark (TPD) by early 2022.

2 TENDER OBJECTIVES

- 2.1 SAM is seeking to appoint qualified and experienced contractor who will be responsible for the managing of cleaning and disinfection services and providing recycling programmes and disposal process for the SAM at Blk 39 Tanjong Pagar Distripark, #01-02 to #01-04 and #03-07.

3 CONTRACT PERIOD

- 3.1 The contract shall commence from 11 October 2021 to 10 October 2023. The duration of this contract shall remain in force for a period of Twenty-Four (24) calendar months.

4 ELIGIBILITIES OF TENDERER

- 4.1 Tenderers must meet ALL the following criteria to be eligible for the tender:
- a) Licenced Cleaning Company also termed as (The Contractor), have been awarded consecutively with at least THREE (03) years of "Clean Mark Award – Silver Status" for Year 2019, Year 2020 and Year 2021 from National Environment Agency in the Cleaning Industry Management System.
 - b) The Contractor must have attained bizSAFE Level Star with expiry date after 01 June 2023.
 - c) The Contractor must have FM02 - Housekeeping, Cleaning, Desilting & Conservancy Service including a minimum grade of L5 registered in BCA Directory with expiry date after 01 June 2023.

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- 4.2 Tenderers are required to submit all relevant documents or certifications for proof of evidence that the above criteria have been satisfied. Documents must be submitted together with Tender Offer/Proposals.

5 SCOPE OF WORK

5.1 Staffing Requirements:

5.1.1 Cleaning team supplied by The Contractor must be physically fit without using any physical aids and healthy to discharge all duties assigned to them.

5.1.2 Cleaning team supplied by The Contractor must be Singaporeans or Permanent Resident.

5.1.3 Provide Day-Shift Cleaning Manpower

- ONE (01) x Supervisor
- ONE (01) x General / Indoor Cleaner

5.1.4 Working Duration

- Day-Shift
Monday to Sunday (daily), Inclusive of Public Holidays
- Time
8.00 am to 7.00 pm

5.2 Training and WSQ Cleaning Knowledge

5.2.1 The Contractor shall expect to provide adequate technical training to its entire staff including temporary/relief, and refresher training at appropriate intervals.

5.2.2 The Contractor shall require to submit the Certificate in Environmental Cleaning of the individual staff assigned to this contract to SAM Estates & Security Department.

5.2.3 Cleaning Job Enrichment

The Contractor shall require to sponsor all Cleaning Supervisor and General / Indoor Cleaner who have worked with Singapore Art Museum for at least SIX (06) with at least ONE (01) WSQ environmental cleaning module and to submit the Statement of Attainment within the calendar year as proof of documentation.

5.2.4 Competent - First Aid

The Contractor shall ensure Cleaning Supervisor is trained with validity certification of Standard First Aid and Automatic External Defibrillator (AED). General / Indoor Cleaner is encouraged to obtain this skillset.

5.3 Staff Remuneration and Benefits

5.3.1 The Contractor must provide Cleaning Supervisor with the basic wage of at least \$1,970.00.

5.3.2 General / Indoor Cleaner with the basic wage of at least \$1,320.00 at the commencement of the base year contract.

5.3.3 Part-Time Cleaning Personnel

- Supervisor : \$11.00 / hour
- General / Indoor Cleaner : \$10.00 / hour

5.3.4 The Contractor shall submit cleaning personnel's payslip without delay to Estates & Security Department as proof of evidence.

5.3.5 Monetary Reward to Cleaning Personnel

Estates and Security Department shall reserve the right to instruct The Contractor to increase no more than THREE (03) percentage increment of Basic Wage to specific cleaning personnel if he/she has far exceeds expectations in performance, heroic actions and/or received compliments from any reputable organisations, etc. The cost for any increment of Basic Wage shall be included in the tender cost. Any additional cost shall not be entertained by SAM.

5.4 Daily Operational Management

5.4.1 Released Instructions

Cleaning personnel will only take instructions solely from :

- SAM Staff – Estates & Security Department
- SAM Staff – Visitor Experience Department

5.4.2 Request Additional Manpower

The Contractor shall provide additional cleaning personnel to Singapore Art Museum upon request from Estates & Security Department during the contract period.

Estates and Security Department shall reserve the right to engage another cleaning company to provide cleaning, recycling and disinfection services that deem fit for the specific event and/or task.

5.4.3 Replacement of Cleaning Personnel

If any Cleaning Personnel is absent from work for whatever reasons, The Contractor shall supply a suitable replacement within NINETY (90) minutes from the official commencement of work. The Contractor shall still be responsible and liable for any damages during this period and shall compensate to Singapore Art Museum for any matters, for example monetary loss, etc that may arise due to this manpower shortage.

5.4.4 Safety Standard Requirements

5.4.4.1 The Contractor shall follow all Covid-19 health and safety rules applicable to their work and any house rules as identified by SAM. The Contractor's compliance with the standards and rules and regulations identified above shall be at the Vendor's cost. Proof of compliance with the above shall be submitted at SAM's request.

5.4.4.2 The Contractor shall ensure that all their staff deployed at Singapore Art Museum shall not cross deploy to high risk locations (example; border checkpoints, medical facilities, dormitories, etc) or to more than one other location.

5.4.5 Uniform

The Contractor shall provide for their cleaning personnel with adequate number of uniforms. The Contractor's uniforms shall be worn at all times when on duty. The Contractor shall be responsible for ensuring that its operatives maintain a high standard of personal cleanliness and hygiene at all times.

5.5 Performance Monitoring

5.5.1 The Contractor shall be responsible for implementing a self-monitoring, self-reporting and self-regulating system which manages the performance and standards of Service delivery.

5.5.2 Termination of Cleaning Personnel

Estates & Security Department reserves the right to instruct The Contractor to replace any Cleaning Personnel who in the opinion of SAM, is deemed not suitable for the job, has misbehaved himself or herself, or is incompetent or negligent in the performance of his or her duties or whose employment is otherwise considered by SAM to be undesirable. Such Cleaning Personnel shall not be re-employed for the purpose of this Contract without the written permission to Estates and Security department. Any Cleaning Personnel is removed shall be replaced immediately by a competent substitute; in which event, SAM shall not be liable for any form of compensation.

5.5.3 Unauthorised Removal / Replacement of Security Personnel

No Cleaning Personnel deployed within the contracted area shall be removed without the prior approval of Estates and Security Department.

5.6 Conduct of Cleaning Personnel

5.6.1 The Contractor is required at all times to provide staff having skills, qualifications and experience commensurate the Services to be provided. The Contractor shall ensure all staff, whether permanent or temporary /relief, are in possession of appropriate skills and qualifications to ensure that services specified are delivered to the required standards.

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- 5.6.2 SAM shall reserve the right to refuse admission to any Contractor Staff who behaves in an inappropriate manner.
- 5.6.3 The Contractor's staff shall be fully conversant with the requirements of the contract, the need for confidentiality and fully and appropriately briefed on their task and in the Client's use and occupation of the premises.
- 5.6.4 Contractor's staff are required to be helpful and co-operative to the Client users of the premises and their visitors.

5.7 Cleaning Requirements

Cleaning Supervisor and General /Indoor Cleaner shall be required to perform the following duties:

- 5.7.1 Perform cleaning duties at both exhibition space (Level 01) and office space (Level 03) as directed by SAM Estates and Security Department.
- 5.7.2 Maintain cleanliness and disinfect high touch points assigned areas on hourly basis.
- 5.7.3 Competent in handling and maintenance of cleaning tools and equipment.
- 5.7.4 Ensure all appropriate tools and equipment are sufficient and in working condition.
- 5.7.5 Ensure all jobs and log cards entries are update punctually.
- 5.7.6 Ensure safety measures are adhere to during daily operations.
- 5.7.7 Assist and support security team and SAM Estates and Security Department in handling incidents and emergency as directed.
- 5.7.8 Report any irregularities to duty SAM Visitor Experience staff and; Estates and Security Department staff as soon as possible.
- 5.7.9 Any other duties as assigned.

5.8 Supply of Consumables & Equipment

5.8.1 Consumables

The Contractor shall supply comprehensive range of eco-friendly consumables without experiencing any shortage and/or incur downtime to any users. The Contractor shall submit supporting documentation to demonstrate that the proposed consumables are eco-friendly or from a sustainable source. Quality of all consumables must obtain approval before implementation.

Below are some of the items to be supplied by The Contractor:

- Toilet Roll Dispenser – Twin
- Toilet Rolls (Certified Green Label Singapore)
- Water-Based Fragrance Dispenser (non-aerosol)
- Auto Liquid Soap Dispenser

- Hand Soap (Certified Green Label Singapore)
- Touch-free Paper Towel Dispenser
- Paper Towel (Certified Green Label Singapore)
- Foam Toilet Seat Sanitiser Dispenser
- Rubbish Bin with cover
- Lady Sanitary Bin

SAM Estates and Security Department shall reserve the right to request for any types of consumables. The cost for any implementation of consumables shall be included in the tender cost. Any additional cost shall not be entertained by SAM.

5.8.2 Equipment

The Contractor is to provide all cleaning equipment at their own expense. The following are equipment to be provided by The Contractor to facilitate the jobs of the Cleaning Supervisor, General / Indoor Cleaner and Estates & Security Department staff:

- Duty smart handphone for duty Cleaning Supervisor
- Anti Slip Resistant Shoe
- Facial Masks (N95 and Surgical)
- Reflective vests
- Stationeries
- Any other equipment required

The Contractor shall ensure all equipment are at operational ready state and, be responsible for the maintenance and repair of all equipment used by Security Supervisors, Senior / Security Officer(s) and Estate & Security Department staff at The Contractor's own cost and at no additional cost to SAM

Utilities and water may be provided to The Contractor on the basis of free supply. The Contractor is required to use them economically and to institute and maintain procedures to monitor/control and minimise the usage of Utilities and water.

5.9 Waste Removal

5.9.1 The Contractor will be required to assist with waste removal from inside the building to external collection points and to co-operate with any waste management schemes that SAM may require during the contract period. The Contractor is required to provide bin/waste bags for use at the units as stated under 2.1.

5.9.2 Bin / Waste bags are required to aid recycling of waste. The costs of these are part of the Contract price for the delivery of the service. The Contractor shall use all reasonable endeavours to ensure that any waste generated in the delivery of the contracted services are disposed of in a compliant manner in keeping with SAM's policy.

5.10 General Waste

5.10.1 The Contractor will set up, manage and keep clean the waste collection area. The Contractor will provide and bear the cost of all waste bags.

5.11 Recycling Service

5.11.1 The Contractor must be able to handle and advise on all recycling matters.

5.11.2 The Contractor must supply at least ONE (01) recycling bin per premises.

- ONE (01) set of recycling bin in exhibition space.
- ONE (01) set of recycling bin in office space.

5.11.3 The Contractor shall advise on the frequency of collection and submit a comprehensive report to Estates and Security Department after every collection.

5.11.4 The Contractor shall on a continual basis seek to increase the volume and range of goods that are recyclable.

5.11.5 The Contractor shall demonstrate their commitment by providing SAM with information on current levels of recycling and their plans to increase this.

5.11.6 The Contractor shall be responsible for recycling the following categories:

- Paper
- Plastic
- Glass
- Metal
- Electronics

5.11.7 The Contractor shall, through promotion and education of staff continuously seek to increase the number of materials to be recycled and shall have targeted publicity campaigns during the contract period.

5.12 Disinfection (Preventive / Maintenance) Service

5.12.1 The Contractor must be able to handle and advise on all disinfection service.

5.12.2 For every completed disinfection work, The Contractor shall provide a form display (decal or certificate) for the purpose of job done and assurance.

5.12.3 The Contractor shall provide FOUR (04) disinfection maintenance services per calendar year at both premises, exhibition space (2,038 sqm) and office space (1,372sqm).

5.12.4 The price for all preventive disinfection service works shall be comprehensive, which include weekend rates and after operating hours (night work). Any additional cost shall not be entertained by SAM.

5.13 Disinfection (Suspected/Confirmed Case) Service

5.13.1 The Contractor shall response within THREE (03) hours from the time of activation.

6. Contract Management

6.1 Management's Supervision

6.1.1 The Contractor shall assign Operation Executive and/or Manager to supervise all cleaning personnel.

6.1.2 Operation Executive and/or Manager shall make at least ONE (01) site visit per month to SAM to ensure all cleaning personnel are performing their duties satisfactorily and according to the requirements of SAM.

6.1.3 Such visits by the Operations Executive or Manager must be recorded in a log book on site.

6.1.4 The Contractor's Operations Executive or Manager shall be responsible for the training and briefing of their cleaning personnel, including relief cleaning personnel before site deployment and conduct site orientation and briefing on the first day.

6.1.5 The Contractor's Operations Executive or Manager shall ensure that all their cleaning personnel are provided with, and briefed on, the Standing Orders and Standard Operating Procedures pertaining to the site.

6.2 Management's Follow-up

6.2.1 Operations Executive or Manager must follow-up with handphone call, SMS Messages and/or Whatsapp Messages, etc to Estates & Security Department within ONE (01) hour if immediate respond is not available.

6.2.2 Operations Executive or Manager must follow-up on email from SAM – Estate & Security Department within TWENTY FOUR (24) hours if immediate respond is not available.

6.3 Emergency Procedures within the building

6.3.1 The Contractor shall ensure that all The Contractor's staff are aware of the protocols to be used in case of an emergency. They shall participate fully in the testing and implementation of the Singapore Art Museum's emergency management procedures including evacuation drills, fire drills and security emergencies. The Contractor shall inform and train their staff in the pertinent procedures and methods.

6.3.2 Participation in Fire Evacuation Drill and other Emergency Exercises

All cleaning Personnel shall be required to participate in Fire Safety Evacuation Drill and other Emergency Exercises as and when conducted by SAM.

Upon notification provided by SAM on the date of the Fire Evacuation Drill or any other Emergency Exercise, The Contractor shall schedule the necessary training for their cleaning personnel deployed at the site and formally inform Estates & Security Department on the training dates. Training shall be conducted by The Contractor's qualified staff / trainers (eg. with Fire Safety Manager's certification).

6.3.3 In the event that the cleaning personnel fails to carry out or participate in the Fire Safety Evacuation Drill or any other Emergency Exercises required by SAM without providing satisfactory reason to Estates & Security Department,

6.4 Patent Rights

6.4.1 The Contractor shall fully indemnify SAM against all actions, claims, demands, costs and charges arising from, or relating to, any infringement of any patent, design or copyright owing to the use of any tools or equipment by The Contractor.

6.5 Variation of Requirement Specification

6.5.1 The Contractor's attention is drawn to the fact that the general description of the works involved in this Contract as described above or hereinafter is only for his guidance and any error or omission shall not constitute a ground for his claims. The onus for investigating and ensuring the actual extent, figures, dimensions, quantities and nature of the works comprised in this Contract is solely with The Contractor.

6.5.2 SAM reserves the right at any time to vary the Requirement Specifications annexed hereto, or to include in the Contract, by the issuance of an instruction in writing to The Contractor, the provision of Works to new spaces and properties taken over by the SAM during the Contract Period. Similarly, the SAM has the right to omit any portion of the Works by the issuance of an instruction in writing to The Contractor requiring a variation. The amount due on the monthly contract sum will be prorated accordingly after expiry of the notice.

6.6 Valuation of Variation

All valuations shall be valued as follows:

6.6.1 Where the varied work is of a similar character to, is executed under similar conditions as, and does not significantly change the quantity of work described in the Contract, the Rates for the Works as set out in the Contract shall determine the valuation; or

6.6.2 Where the varied work is of similar character to work described in the Contract, but is not executed under similar conditions of such work described in the Contract, or involves significant changes in the quantity of such work described in the Contract, the Rates for the Works as set out in the Contract shall be the basis for determining the valuation but with a fair allowance for any differences in such conditions and/or quantity; or

6.6.3 Where (6.6.1) and (6.6.2) above does not apply, then by measurement and valuation will be at fair market rates and prices.

6.7 Liquidated Damages

6.7.1 The Contractor shall be liable to Liquidated Damages for failure to comply with the Requirement Specifications or failure to supply labour and equipment accordance with the quantum as stated under Schedule of Liquidated Damages.

6.8 Induction Programme

6.8.1 The Contractor shall conduct an induction program for all of their cleaning personnel on the respective premises with at least TWENTY FOUR (24) hours prior to the commencement of their deployment. This program shall also be conducted for the relief and replacement cleaning supervisor and General / Indoor cleaner at the respective premises. The Contractor shall liaise with the Estate & Security Department for co-ordination and assistance on this.

6.9 Monthly Cleaning Report

6.9.1 The Contractor shall prepare a Monthly Cleaning Report and propose the format which shall be agreed by Estates & Security Department. This report shall be submitted to Estates & Security Department not later than TEN (10) calendar days of the next month. Example: January report shall be submitted before or on 10th of February (after if this day is a holiday or non working day).

6.10 Contingency Plan

6.10.1 Contractor shall provide a contingency plan if proposed team of labour affected by any upcoming new pandemic, such as Covid-19.

7. QUOTATION PRICE

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- 7.1 Tenderer shall submit proposal and quotation based on the requirement specifications. However alternative proposals may be submitted in addition to this requirement, but these options are evaluated at the sole discretion of SAM
- 7.2 Tenderer shall provide a detail but concise overview of how the company would undertake the management of this Contract from the point of inception, planning, deployment of manpower and execution of the Service.

8. DURATION OF QUOTATIONS

- 8.1 Tender Offer/Proposal submitted shall remain valid for 3 Calendar Months from the closing date of this Invitation to Tender.

9. TERMS AND CONDITIONS

- 9.1 Refer to Conditions of Contract.