



**THE PUBLIC HOSPITALS AUTHORITY  
TENDER FOR THE PROVISION OF CLEANING SERVICES AT  
SELECT OFF-SITE AND ON-SITE LOCATIONS OF  
THE PRINCESS MARGARET HOSPITAL**

**INVITATION TO TENDER:** Tenders are invited for the provision of Cleaning Services for the below stated period of contract.

**All submissions must be accompanied by (i) a current Business License that states your company is Licensed to provide cleaning services; (ii) three (3) references from current or previous clients; (iii) Value Added Tax (V.A.T) Registration Certificate; (iv) An up-to-date (not less than one (1) month old) V.A.T Compliance Certificate; (v) a copy of Insurance Policy Certificate indicating that your company is insured against loss of life, injury or damages; and (vi) a letter from the National Insurance Board (NIB) stating that your company is up to date (not less than one (1) month old) and in good standing in the payment of its NIB contributions on behalf of those persons employed in your company and (vii) a signed copy of the Public Hospitals Authority Disclosure statement.**

Company Name and Address (to be completed by the Tenderer)

**PERIOD OF CONTRACT:  
1<sup>st</sup> December, 2020 – 30<sup>th</sup> November,  
2021  
One (1) Year**

**CLOSING DATE OF TENDER  
12:00pm Friday, October 30<sup>th</sup> 2020**

**ADDRESSED TO:  
Chairman,  
Tenders Committee  
The Public Hospitals Authority  
Corporate Centre “B”  
Third & West Terraces Collins Avenue  
P. O. Box N-8200  
Nassau, Bahamas**

OFFICIAL TITLE PUBLIC HOSPITALS AUTHORITY	DATE	SIGNATURE
MANAGING DIRECTOR		
CHAIRMAN, TENDERS COMMITTEE		
DIRECTOR OF FINANCE		

**THE PUBLIC HOSPITALS AUTHORITY**

**Tender for Services - Terms and Conditions**

**Service:** **Cleaning Services – Select off-site and on-site PMH Locations**

**Tender Number:** 9b CSC - PMH 2020 – 2021

**Date & Time Due:** 12:00pm Friday 30<sup>th</sup> October, 2020

**Your Company's Name:** \_\_\_\_\_

**Postal Address:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Fax Number:** \_\_\_\_\_

**Please Direct your Responses To:**

**Chairman, Tenders Committee  
The Public Hospitals Authority  
Corporate Centre "B"  
P.O. Box N-8200  
Third & West Terraces Collins Avenue  
Nassau, Bahamas  
Phone: (242) 323-7750  
FAX: (242) 323-1422**

**Tender Presentation:**

**All submissions must be accompanied by (i) a current Business License that states your company is Licensed to provide cleaning services; (ii) three (3) references from current or previous clients; (iii) Value Added Tax (V.A.T) Registration Certificate; (iv) An up-to-date (not less than one (1) month old) V.A.T Compliance Certificate; (v) a copy of Insurance Policy Certificate indicating that your company is insured against loss of life, injury or damages; and (vi) a letter from the National Insurance Board (NIB) stating that your company is up to date (not less than one (1) month old) and in good standing in the payment of its NIB contributions on behalf of those persons employed in your company and (vii) a signed copy of the Public Hospitals Authority Disclosure statement.**

Example: Tender #: MS142-01  
Cleaning Services - PMH  
Due: November 2<sup>nd</sup>, 2018  
Vendor: Nassau Hospital Supply

## INSTRUCTIONS TO TENDERER

- 1) Submit your tender in duplicate in a sealed envelope or package marked "**Tender for the Provision of Cleaning Services at select off-site and on-site locations of the Princess Margaret Hospital**". Tenders may be submitted by postage or hand delivered to the Corporate Office Building B of the Public Hospitals Authority on or before the stated closing date.
- 2) These forms, signed in duplicate and returned by your company (or an authorized representative thereof) shall constitute your Tender. All sections and paragraphs must be completed, as indicated, and appropriately signed.
- 3) Telephonic or telegraphic quotations will not be accepted.
- 4) The Public Hospitals Authority reserves the right to reject in whole or in part any tender, and does not bind itself to accept the lowest or any tender. A Tender Bid which does not comply with a term or condition will not be considered.
- 5) The Public Hospitals Authority reserves the right to call or seek any clarification of any tender which is received by the closing date and time and before acceptance of a Tender Bid.
- 6) The Public Hospitals Authority, upon receipt of a tender and before acceptance, reserves the right to make inquiries of any agency in the Bahamas as regards the business of the Tenderer and to require the Tenderer to give to the Public Hospitals Authority the authority to make these inquiries.
- 7) This Tender Document is not an offer of a contract.
- 8) It is a condition of this Tender that the successful Tenderer must provide a Surety for its performance representing 2% of the total value of the Contract.
- 9) A Contract awarded to the successful Tenderer may be terminated for cause such as failure to provide proper service, to maintain quality requirements or any other cause, by either party giving thirty (30) days written notice to the other.
- 10) The Public Hospitals Authority reserves the right to inspect a Tenderers' premises.
- 11) Tenderers are encouraged to seek clarification on any matter they may have in respect of the Tender exercise prior to submitting their Tender Bid.

## **TENDER GUIDELINES FOR SERVICES**

**Failure to provide any of the documents listed below (1a to g) will render the Tender void.**

- 1) All Tenders submitted by a Tenderer must include with their Tender a copy of the following:
  - (a) A current Business License to provide cleaning or janitorial services;
  - (b) Three (3) references from current or previous clients
  - (c) Value Added Tax (V.A.T) Registration Certificate
  - (d) An up-to-date (not less than one (1) month old) V.A.T Compliance Certificate
  - (e) A copy of the Insurance Policy Certificate indicating that your company is insured against loss of life, injury or damages in the amount indicated at paragraph 16 of the General Terms and Conditions.
  - (f) A letter from the National Insurance Board (NIB) stating that your company is up to date (not less than one (1) month old) and in good standing in the payment of its NIB contributions on behalf of those persons employed in your company;
  - (g) A signed copy of the Public Hospitals Authority Disclosure statement.
- 2) Unless stated otherwise in the tender documents, the Contract shall be for the whole project as shown on the drawings or as stated in specifications.
- 3) Only one bid may be submitted by a bidder, or as a partner in a joint venture. A bidder who submits or participates in more than one bid will be disqualified.
- 4) The Tender Bid, together with the required documents must be received by the Public Hospitals Authority no later than the time specified in the Tender Notice. No Tender will be accepted after the closing date and time.
- 5) The Public Hospitals Authority may at its discretion, extend the deadline for submission of bids by issuing an amendment. In which case, all rights and obligations of the Public Hospitals Authority and the bidders previously subject to the original deadline shall thereafter be subject to the new deadline as extended.
- 6) Any bid received by the Public Hospitals Authority after the deadline for submission of bids prescribed by the Public Hospitals Authority will not be considered.
- 7) No bid may be modified subsequent to the deadline for submission of bids. A bidder may only modify or withdraw his bid, provided that the modification or notice of withdrawal is received

in writing by the Public Hospitals Authority no later than the prescribed deadline for the submission of bids.

- 8) The Public Hospitals Authority will open the bids, including any supporting documents or other items in the presence of bidders who choose to attend and those present shall sign a register evidencing their attendance.
- 9) At bid opening, the Public Hospitals Authority representative will announce and record the bidder's name, the bid prices, written notification of bid modifications and withdrawals (if any) and such other details as is considered appropriate.
- 10) After the public opening of the bids, information relating to the examination, clarification, evaluation and comparison of bids and recommendations concerning the award of contract will not be disclosed to the bidders or any other person not officially concerned with the administrative process until the award of the contract to the successful bidder, has been announced.
- 11) Any effort by a bidder to influence the Public Hospitals Authority or any representative thereof in the process of examination, clarification, evaluation and comparison of bids, and in decisions concerning the award of Contract, shall result in the disqualification of that tender.
- 12) To assist in the examination, evaluations and comparison of bids, the Public Hospitals Authority may, at its discretion, ask bidders for a clarification of their bids, including a breakdown of unit rates or any other information that may need clarification. The request for clarification and the response may be verbal or in writing, but no change in the price or substance of the bid shall be sought, offered or permitted except to clarify any queries raised by the Public Hospitals Authority during the evaluation of the bids.
- 13) The Public Hospitals Authority reserves the right to accept or reject any variation or deviation. Variations, deviations, alternative offers and other factors which are in excess of the requirements of the bidding documents or otherwise result in the accrual of unsolicited benefits to the Public Hospitals Authority shall not be taken into account in bid evaluation.
- 14) The Public Hospitals Authority may award the Contract to the bidder whose bid has been determined to be in compliance with the specifications of the PHA's Tender documents' requirements. Provided further, that the bidder has the capability and resources to carry out the Contract effectively.
- 15) The Public Hospitals Authority reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract, without hereby incurring any liability to the affected bidder, or bidders or any obligations to inform the affected bidder or bidders of the grounds for the Public Hospitals Authority's action.
- 16) The Public Hospitals Authority may declare the bidding void when it is evident that there is a lack of competition or where it is of the view that there has been collusion. All bids may be rejected if substantially higher than the budget allocation for that item.

## GENERAL TERMS AND CONDITIONS

- (1) Invitation to Tender is an invitation to a Tenderer to submit a tender to provide Professional Cleaning Services in accordance with the terms and conditions as outlined in this document.
- (2) Prior to submitting bids for this service, Tenderers are requested to contact the Hospital Administrator of the Princess Margaret Hospital for a tour of all areas listed within this document. Only one (1) briefing session will be held. It is mandatory for all interested Tenderers to attend at the date and time identified. No separate sessions will be held for individual Tenderers.
- (3) Purpose of this Tender Document is to establish the provision of Professional Cleaning Services:
  - (a) at a fixed price;
  - (b) for a fixed period of time; and
  - (c) for a specific quantity and type of Cleaning Services.
- (4) The successful Tenderer will be the provider of Professional Cleaning Services in The Bahamas with whom the Public Hospitals Authority has entered into a contractual agreement to supply satisfactory services and/or acceptable products and to deliver same as agreed to at a cost not exceeding the agreed Contract price.
- (5) Guarantee of Delivery. The successful Tenderer guarantees the availability of satisfactory services and/or acceptable products to the hospital from the date it is agreed that the Contract should take effect and throughout the entire period of the Contract.
- (6) National Insurance The successful Tenderer agrees to ensure that for the duration of the Contract up to date payments will be made to the National Insurance Board in relation to its employees.

Prior to entering into Contract the successful Tenderer shall provide the Authority with a certificate showing that the National Insurance contributions of all employees employed in their company have been paid up to date.

- (7) Disclosure-The Successful Tenderer shall disclose to the Authority any relationship with an Authority employee or Public Official who may directly or indirectly receive any benefit from the proposed Contract or any family member who may directly or indirectly benefit from the proposed Contract.

Family members includes your spouse, dependent, an adult child and his or her spouse, a parent, a spouse's parent and a sibling and his or her spouse.

Public Official means any person holding a public office.

- (8) Assignment of rights and obligation, or transfers thereof, may not be made by the successful Tenderer without the prior written approval of the Public Hospitals Authority.

- (9) Payment of bills will be the responsibility of The PHA on receipt of an invoice by the representative or company named by the said successful Tenderer with whom the PHA has entered into an agreement as outlined above.

During the period of the Contract, a successful Tenderer may lower the price from that tendered (and this is encouraged and expected if reductions in price occur)

(10) Delivery of Tender is to be by means of a sealed envelope or package identified on its cover by the type and number of Tender (specifying the actual service and/or product) and shall be addressed to the Chairman, Tenders Committee, Public Hospitals Authority, Corporate Centre "B", Third & West Terraces Collins Avenue, Post Office Box N-8200, Nassau Bahamas, to reach said office not later than 12 noon on the closing date of tender as stated in the Tender Document. Neither the Public Hospitals Authority nor the Tender Committee accepts responsibility for any delays by the postal administration. **Late Tender(s) will not be accepted.**

- (11) Sureties for the performance of a contract will be required and, in such event, the cost shall be borne by the Tenderer and may be by way of:

- (a) A deposit with the Public Hospitals Authority of an amount of money of security approved by its Managing Director amounting to not less than two percent (2%) of the value of the Contract;
- (b) Security by a bank or insurance company registered in The Bahamas in an amount not less than two percent (2%) of the amount represented by the Contract;
- (c) Such personal sureties as the Tenders Committee approves.

- (12) Standards: All personnel shall:

- (d) meet the requirements of the Laws of The Bahamas and the conditions of the Contract in respect of their training and appearance; and
- (e) meet all other specifications as identified in the Tender Document.

(13) Termination: The Public Hospitals Authority reserves the right, to terminate the Contract of the successful Tenderer if, for any reason whatever, a condition or obligation imposed upon the successful Tenderer by the Contract is not met. The successful Tenderer agrees to accept and pay any ensuing costs and charges arising out of the termination or amendment of the said Contract.

- (14) The Contract may also be cancelled and legal proceedings instituted against a successful Tenderer if it is discovered that:

- (a) he or his agent has offered or has given to any person a gift or consideration of any kind as an inducement of reward for committing any act in relation to obtaining or the executing of the Contract:
- (b) he or his agent has shown favor or disfavor to any person in relation to the Contract;
- (c) he or his agent has, committed a criminal offence under the laws of The Bahamas.

(15) Penalty Provisions (such as termination or the withholding of funds) may apply:

- (a) If the successful Tenderer fails to supply the service for which an "Acceptance of Tender" has been issued and Contract made, this may constitute evidence of a breach of the terms and conditions of the contract;
- (b) In the event of the failure of a successful Tenderer to supply a service and the Public Hospitals Authority has to acquire the service at a higher price than that agreed to in the Tender Document, the successful Tenderer shall be liable to pay the difference between the agreed Contract price and the higher amount actually paid.
- (c) The successful Tenderer agrees that the Public Hospitals Authority may deduct and hereby authorizes the Surety to pay such sum(s) of money, (as mentioned in paragraph 11 above), in accordance with the Surety Agreement if the successful Tenderer does not pay the higher amount directly to the Public Hospitals Authority.
- (d) In addition to the provisions of (a) and (b) above, the Public Hospitals Authority reserves the right, where there may have been a fundamental breach (which could include, but is not limited to, failure to provide hospital grade supplies, repeated failure to correct notified breaches or short staffing on a regular basis) of the terms and conditions of the Contract, to terminate the Contract and/or to proceed with legal action against the Tenderer.
- (e) In addition to any other action which the Public Hospitals Authority may take, the said Tenderer may be removed from the list of Tenderers.
- (f) Removal from the list of Tenderers may also occur where the Tenderer fails to perform or abide by other terms and conditions or the spirit of the Tender Document generally.

(16) Indemnity

- (a) The successful Tenderer shall be solely liable for and shall indemnify the Authority, its employees, patients, visitors and agents in respect of any liability, loss, claim or proceeding whatsoever, arising under any statutes or at



common law in respect of a personal injury to or the death of any person whomsoever arising out of or in the course of the execution of the Services UNLESS the said personal injury or death is found to be due in whole or in part to the act or neglect of the Public Hospitals Authority, its employees or agents.

- (b) The Public Hospitals Authority shall be solely liable for and shall indemnify the Tenderer, its employees and agents in respect of any liability, loss, claim or proceeding whatsoever arising under any statutes or at common law in respect of a personal injury or death of any person whomsoever arising out of or in the course of the execution of the Services UNLESS the said liability, loss, claim or proceeding is found to be due in whole or in part to the act or neglect of the successful Tenderer, its employees, or agents.
- (c) The successful Tenderer shall be liable and shall indemnify the Public Hospitals Authority, its employees, patients visitors and agents against any loss, liability, claim or proceedings in respect of any injury or damage whatsoever, to any property real or personal insofar as such injury or damage arises out of or occurs by reason of the execution of the Services and provided always that the same is found to be due to any negligence, omission or default of the successful Tenderer, its employees or agents or of any sub-contractors of the successful Tenderer.
- (d) The Public Hospitals Authority shall be liable for and shall indemnify the Tenderer, its employees and agents against any loss, liability, claim or proceedings in respect of any injury or damage whatsoever, to any property real or personal insofar as such injury or damage arises out of or occurs by reason of the execution of the Services and provided always that the same is found to be due to any negligence omission or default of the Public Hospitals Authority, its employees or agents or any sub-contractors of the Public Hospitals Authority.

(17) Insurance

The successful Tenderer should ensure and provide the PHA with evidence (where requested) that it has adequate liability insurance against loss of life, injury or damage to the Public Hospitals Authority, its patients, visitors, agents and employees or to any person(s) or its property arising out of the execution of the services in the amount of One Million Dollars (\$1,000,000.00) for any occurrence or series of occurrences arising from one originating cause.

- a. Such insurance shall be effected with an approved Insurer and in terms acceptable to the Public Hospitals Authority.
- b. The policy or policies of the insurance shall be endorsed indemnifying the Public Hospitals Authority in the event of any claim being made upon the Public Hospitals Authority's principal and arising out of the performance of the Contract by the successful Tenderer.

- c. A copy of the Insurance Policy Certificate shall be submitted to the Public Hospitals Authority along with the tender documents and/or prior to execution of the Contract
- d. The successful Tenderer shall provide such other insurance coverage as the Authority deems necessary.

## SPECIFIC TERMS & CONDITIONS

- (1) The successful Tenderer will be expected to provide thorough hospital commercial quality cleaning, services, as outlined in the Schedule of Work Procedures, for the select On-site and Off-site Locations of the Princess Margaret Hospital.
  
- (2) **Cleaning Supplies:** the successful Tenderer shall supply at their own cost **all cleaning supplies/products that must be preapproved by PHA Corporate Office and must meet the Hospital's approved standards and the specific needs of the Hospital. Properties of chemical agents must be: bactericidal, tuberculocidal, sporicidal, viricidal and fungicidal.** All cleaning supplies for work listed, inclusive of lavatory supplies should include: an approved liquid hand soap and dispensers, approved hand sanitizer and dispensers (samples have to be submitted to PHA Corporate Office) hand towels, toilet tissue, black and red bags (where indicated). It shall be mandatory for the PHA Corporate Office Risk and Safety Unit to sanction all cleaning supplies for the following Hazardous Material Standard/management requirements:
  - a. Material Safety Data Sheets prior to commencement of any work procedure.
  - b. Proper labeling of all chemicals and equipment.
  - c. Adequate warning signs for respective work procedures
  - d. Personal Protective Equipment
  - e. Storage & Disposal of hazard material & waste
  
- (3) **Cleaning Services:** The cleaning services will be expected to be provided seven (7) days per week, 365 days per annum. This is inclusive of any emergencies occurring within the contractually assigned areas on any given shift. It should also be understood that should there be a catastrophic event, a team approach will be utilized and any indemnity will be determined post event. The normal shift hours will be from 7:00a.m. to 3:00pm., 3:00pm. to 11:00pm., and 11:00pm to 7:00am. The PHA reserves the right to make adjustments to its shift schedule on the giving of seven (7) days' notice to the successful Tenderer. Staffing Requirements are as follows:
  - (a) **Eye Care Centre (located at # 26 Soldier Road)**

The cleaning services will be expected to be provided five (5) days per week (Monday- Friday), inclusive of any emergencies occurring within the contractual assigned area at any given time. A monthly deep/terminal cleaning is required (Saturday/Sunday). The operating hours will be from 8:00a.m to 8:00pm. Staffing- 1 personnel (male preferred).
  
  - (b) **Food Services Dept.**

8 persons from the 7:00 a.m. to 7:00 p.m. (2 shifts) and 5 persons from 7:00 p.m. to 7:00 a.m.). There should be 4 porters and 4 maids on the first two (2) shifts (7:00am to 3:00pm and 11:00am to 7:00am), and 5 porters for the last shift (7:00pm to 1:00am).

\*All staff assigned to Food Services must have up-to-date (not less than one (1) month old) medical certificate with proof of Mantoux tuberculin skin test, stool test, and Hepatitis A, B & C)

- (c) **All Office Buildings on the hilltop to include those housing: Human Resource; Registry; Training; Communications; Quality Risk/Safety; and Employee Health.**

The cleaning services will be expected to be provided five (5) days per week (Monday- Friday), inclusive of any emergencies occurring within the contractual assigned area at any given time. A monthly deep/terminal cleaning is required (Saturday/Sunday). The operating hours will be from 8:00a.m to 4:00pm. Staffing- 3 personnel (1 male and 2 females preferred).

- (d) **All of the Administration Support Area (North, South and East) to include: Reception; Patient Relations; Administration Offices; Business Office; Payrolls and all Adjoining Offices; Clinical Nursing Education; Security & Surveillance; and Telephonist's.**

The cleaning services will be expected to be provided five (5) days per week (Monday- Friday), inclusive of any emergencies occurring within the contractual assigned area at any given time. A monthly deep/terminal cleaning is required (Saturday/Sunday). The operating hours will be from 8:00a.m to 4:00pm. Staffing- 3 personnel (1 male and 2 females preferred).

- (e) **All of the offices and restrooms in the Laundry and Maintenance Buildings**

The cleaning services will be expected to be provided five (5) days per week (Monday- Friday), inclusive of any emergencies occurring within the contractual assigned area at any given time. A monthly deep/terminal cleaning is required (Saturday/Sunday). The operating hours will be from 8:00a.m to 4:00pm. Staffing- 3 personnel (2 females preferred).

- (f) **The offices and restrooms within the Bacheldor Building (First & Second Floors); Transport Building (Including Lab Stores); and Oncology Building (First 7 Second Floors).**

The cleaning services will be expected to be provided five (5) days per week (Monday- Friday), inclusive of any emergencies occurring within the contractual assigned area at any given time. A monthly deep/terminal cleaning is required (Saturday/Sunday). The operating hours will be from 8:00a.m to 4:00pm. Staffing- 3 personnel (1 male and 2 females preferred).

- (4) **Equipment.** The successful Tenderer shall provide all equipment inclusive of (suction machines, blowers, scrubbing/burning machine) necessary for the efficient execution of all work procedures. Storage will be provided; it is imperative that the above-mentioned equipment be stored in the storage space provided. PMH management reserves the right, to inspect the storage spaces at any given time.

- a. The successful Tenderer shall liaise with the Hospital Engineer on matters relative to voltage for the machinery. The Hospital shall not be responsible for maintenance or transporting of any equipment to or from the premises.
  - b. The security, availability and the servicing of all equipment shall be the responsibility of the successful Tenderer.
  - c. All equipment shall be approved by the PMH management and be in receipt of a dated Prevention Maintenance certificate by a relevant certified agency/personnel.
- (5) **Protective Equipment.** The successful Tenderer shall provide personal protective equipment to the worker who is reasonably expected to come into contact with blood or other potentially infectious materials in the course of his/her job. This equipment includes but is not limited to gloves, goggles or face shields, boots, mouth masks, gowns and aprons. (ref. PMH Hazard Material Spill Plan annexed to this document).
- (6) **Training:** The successful Tenderer shall provide adequate and suitably well-trained personnel who will carry out all routine and/or special cleaning procedures as Outlined in the Schedule of Work Procedures.
- All staff of the successful Tenderer are required to be familiar with and knowledgeable about the day to day running of the assigned work area and must participate in an orientation-training program and safety lectures prior to his/her first day on the job. This training activity shall be coordinated by the Training Department of the Princess Margaret Hospital.
- (7) **Level of Responsibility and Work Ethics:** The successful Tenderer and his staff shall be bound by all hospital policies, rules and regulations as established by Management.
- a. The successful Tenderer shall be responsible for and ensure that all his staff are of good conduct, conducting themselves responsibly and professionally while on the hospital premises. The PHA reserves the right to request the removal and or replacement of any staff who fails to adhere to this provision.
  - b. The successful Tenderer shall ensure that staff are encouraged to manage their time properly and approach job tasks systematically without interruption to the hospital personnel visitors and/or services.
  - c. The successful Tenderer shall ensure that all activities and/or procedures performed by his/her staff are planned properly and that relevant hospital staff is informed prior to any non-routine procedure.
- (8) **Uniforms:** The successful Tenderer shall provide all his staff with neat and distinguishable uniforms with the name of the firm clearly visible. (e.g. no slippers, excessive hair styles/ jewelry etc.)

- (a) The successful Tenderer shall provide and his staff will prominently display on their person at all times a laminated picture pass I.D. to facilitate easy confirmation of their presence or absence on the premises.
  - (b) The successful Tenderer shall cause to be surrendered all identification badges in the event that the services of an employee is terminated. The hospital must be advised as soon as possible after the event, of any termination.
  - (c) The successful Tenderer shall be responsible for the conduct of an employee issued a badge or uniform and purporting to act on the authority of the successful Tenderer or firm.
  - (d) The successful Tenderer shall provide the Authority with a list of the names of all its employees stationed at the Princess Margaret Hospital and it shall be the successful Tenderer's duty to ensure that this list is kept up to date at all times.
- (9) **The successful Tenderer** shall provide the required number of staff members as indicated at paragraph 3 (a) above under Cleaning Services who will be expected to provide janitorial services, namely cleaning of Ambulatory Care Departments, Public Corridors and the other areas as outlined in this Tender document.
- i. Prior to the commencement of the contract, the successful Tenderer shall ensure and provide the PHA with evidence that all the employees have obtained a police record and an up to date medical record. The successful Tenderer (at his own expense) shall ensure that all assigned personnel undergo biannual medical examinations.
  - ii. As far as is feasible the successful Tenderer shall submit to the Chief Housekeeper a consistent posting of all cleaning personnel to ensure continuity and familiarity with the hospital's policies.
  - iii. A representative from the management of the successful Tenderer's Company shall be expected to attend regular meetings with the hospital's management team to discuss and review job performance.
  - iv. The successful Tenderer shall be responsible for direct supervision of his employees and the work being carried out to ensure that the work is being adequately completed.
  - v. The Hospital shall complete quarterly evaluations of the services to provide feedback on the Company's fulfillment of the agreed terms of the Contract.
  - vi. The successful Tenderer shall ensure that all personnel attend any orientation and other training programmes put on by the Princess Margaret Hospital's Training Department.
  - vii. The successful Tenderer shall ensure that all its personnel abide by the rules and regulations of the Princess Margaret Hospital and the Public Hospitals Authority.
  - viii. **Sub-standard Performance**: The Hospital Administrator, or designate officer(s) will conduct routine checks based on an agreed checklist.

- a. The designated officer(s) will note the procedures that have been unsatisfactorily carried out and document these.
- b. All unsatisfactory procedures shall be reported in writing to the Hospital Administrator *c/o* the Administrative Officer in charge of Housekeeping Department.
- c. The successful Tenderer shall initiate appropriate action to ensure that all reports of shortcomings are remedied immediately. Failure to correct these shortcomings may lead to termination of the Contract.

## **SCOPE OF WORKS**

### **FOR JANITORIAL CARE AND OTHER HOUSEKEEPING SERVICES AT SELECT ON-SITE AND OFF-SITE LOCATIONS OF THE PRINCESS MARGARET HOSPITAL**

**Prior to submission of bids all Tenderers will be expected to have acquainted themselves with the areas for which they will be expected to provide cleaning services. Elevators within the respective areas are to be included.**

**(Mandatory Training is required for all Staff posted to the Hospital)**

**The successful Tenderer SHALL provide janitorial floor care and other housekeeping services for the following AREAS:-**

1. Eye Care Centre- (located off-site at #26 Soldier Road)
2. Food Services Dept.
3. All Office Buildings on the hilltop to include those housing: Human Resource; Registry; Training; Communications; Quality Risk/Safety; and Employee Health.
4. All of the Administration Support Areas (North, South and East) to include: Reception; Patient Relations; Administration Offices; Business Office; Payrolls and all Adjoining Offices; Clinical Nursing Education; Security & Surveillance; and Telephonist's.
5. All of the offices and restrooms in the Laundry and Maintenance Buildings
6. The offices and restrooms within the Bachelordor Building (First & Second Floors); Transport Building (Including Lab Stores); and Oncology Building (First & Second Floors).

All aforementioned areas shall be cleaned according to the prescribed procedures as outlined in this document.



## **SCHEDULE OF WORK PROCEDURES**

### **Level of Operation:**

1. The successful Tenderer shall instruct his employee to perform only those procedures indicated in his/her cleaning assignments.
2. On the instructions of the Administrator or Designated officer, the successful Tenderer may be requested to perform work outside the scope of this document.
3. The successful Tenderer shall ensure that all equipment and tools are properly maintained, kept clean and in proper working order.
4. The successful Tenderer shall ensure that a company supervisor is present during each shift,
5. The successful Tenderer will be responsible for ensuring that each shift is maintained with the required amount of staff at all times as indicated at paragraph 3 (a) of the Specific Terms & Conditions .
6. A separate work group of three (3) staff members must at all times be assigned specifically for the Accident and Emergency Department.
7. Cleaning in the Accident and Emergency Department must be done in collaboration with the Nursing Area Supervisor and Administrative Officer. Will require specific training.
8. Cleaning in the Dialysis Unit will require training. A separate work group of two (2) staff members must at all times be assigned specifically for the Dialysis Unit.

**The following procedures specify the method and appropriate cleaning equipment necessary to conduct routine and special cleaning operations:**

### **PROCEDURE #1 - DUST MOPPING**

Purpose: Remove dust, sand and litter from smooth finished floors

- Improve the floor's:
  1. Appearance
  2. Sanitation
  3. Safety
- Prolong the life of the floor surface and finish.

**Required Supplies and Equipment:**

- Dust mop handle and head
- Clean damp rags
- Putty knife
- Dust pan
- Counter brush
- High duster
- Products - dust mop/dust cloth treatment.

**Procedures:**

- Remove movable furniture from area to be cleaned
- Spray dust mop with dust mop/dust cloth treatment
- When dusting a room:
  1. Start along the wall, moving in a clockwise or counter-clockwise direction. Try to move from the dirtiest area to the cleanest.
  2. Push dust and litter towards door or main aisle for pick up.
  3. Do not raise mop head from the floor.
  
- Scrape up gum and other material which adhere to the floor using the putty knife
- When dusting a hallway or corridor:
  1. Walk forward, swinging mop rhythmically from left to right
  2. Use a five to seven foot stroke, whichever is most comfortable
  3. Work from the cleanest area towards the dirtiest.
  
- When using a poke stroke:
  1. Push directly ahead while walking forward
  2. Pivot the mop head without lifting it off the floor at the end of each pass
  3. Return the same way you came making a two or three inch overlap.
  
- Use counter brush for hard to dust area such as:
  1. Corners
  2. Under desks
  3. Around doors

#### 4. Around cords

- Whenever a dust mop becomes soiled, a new head should be used. Old dust mops should be laundered.
- To prevent floor discoloration, avoid using oil on dust mops.
- Pick up dust using your counter brush and dustpan.
- When finished dusting, vacuum dust mop and hang up.

#### **PROCEDURE #2 - DAMP MOPPING**

##### **Purpose:**

- Remove dirt and soil from the floor finish
- A neutral pH cleaner must be used to ensure that no film will be left on the dry floor.

##### **Required Supplies and Equipment:**

- Cotton mop head and handle
- Two buckets with wringers
- “Wet floor” signs
- Gloves
- Clear water for rinse
- Products - Neutral pH cleaner

##### **Procedure:**

- Put on personal protection equipment
- Place “Wet floor” signs at every entrance
- Move furniture and other light objects for ease in mopping
- Dust mop the floor prior to damp mopping
- Dilute neutral cleaner with warm water in one of the buckets according to the directions on the container
- Fill the second bucket 3/4 full with cool water
- Move mop and buckets into the area to be cleaned
- Dip mop into the cleaning solution and wring out just enough so the mop water does not drip from the mop

- When mopping a room:
  1. Start at the farthest corner
  2. Work backwards towards the entrance.
- Keep mop buckets on the un-mopped portion of the floor
- Damp mop an area 10' x 15' or 150 square feet
  1. Flip the mop as you go
  2. Dip the mop into the rinse water to rinse dirt out of mop
  3. Wring out mop
  4. Dip mop back into cleaning solution and wring out as before
  5. Continue these steps until the entire area to be mopped has been cleaned.
- After floor has dried, replace furniture
- Clean and return all your equipment to the storage area

### **PROCEDURE #3 - WET MOPPING/DISINFECTION**

#### **Purpose:**

- To provide clean and disinfected floors

#### **Required Supplies and Equipment:**

- Cotton mop head and handle
- Two buckets with wringer for double bucket method or (1) pump up sprayer for spray down/mop up method, (2) one bucket with wringer
- “Wet floor” signs
- Gloves
- Clear water for rinse
- Products - Neutral pH disinfectant cleaner

#### **Procedures:**

- Move furniture and other light objects for ease in mopping
- Dust mop the floor prior to mopping
- Place “Wet floor” signs at every entrance
- Put on your gloves and personal protection equipment

- Dilute neutral cleaner/disinfectant with warm water in one of the buckets according to the directions on the container
- Fill the second bucket 3/4 full with cool water
- Move mop and buckets into the area to be cleaned
- Dip mop into the cleaning solution and wring out just enough so the mop water does not drip from the mop
- When mopping a room:
  1. Start at the farthest corner
  2. Work backwards towards the entrance.
- Keep mop buckets on the un-mopped portion of the floor
- Damp mop an area 10' x 10' or 100 square feet
  1. Flip the mop as you go
  2. Dip the mop into the rinse water to rinse dirt out of mop
  3. Wring out mop
  4. Dip mop back into cleaning solution and wring out as before
  5. Continue these steps until the entire area to be mopped has been cleaned.
- When using the double bucket method, change disinfection solution:
  1. At intervals set by your supervisor
  2. When solution becomes visible contaminated.
- For spray down/mop up method
  1. Put on your gloves and personal protection equipment
  2. Dilute neutral cleaner/disinfectant with warm water in the pump up sprayer according to the directions on the container
  3. Fill the bucket 3/4 full with cool water
  4. Move mop, bucket and pump up sprayer into the area to be cleaned
  5. Spray cleaner/disinfectant solution liberally on the floor. Allow solution to stand for 10 minutes:
    - 5.1 Start at the farthest corner
    - 5.2 Work backwards towards the entrance
  6. Keep rinse bucket and sprayer on the un-mopped portion of the floor
  7. Spray an area 10' x 10' or 100 square feet
    - 7.1 Wring out the mop just enough so the rinse water does not drip from the mop
    - 7.2 Pick up the sprayed down solution. Flip the mop as you go

- 7.3 Dip the mop into the rinse water frequently to rinse dirt out of mop
- 7.4 Wring out mop
- 7.5 Spray cleaning/disinfecting solution on the next section of floor
- 7.6 Continue these steps until the entire area has been cleaned and disinfected.

- Following mopping:

1. After floor has dried, replace furniture
2. Clean and return all your equipment to the storage are.

- Proper dilution of disinfectants is critical

1. Too weak will jeopardize disinfecting ability
2. Too strong can damage the floor finish, equipment and environmental surfaces
3. Never mix with anything but potable water.

#### **PROCEDURE #4 - FLOOR SCRUBBING**

##### **Purpose:**

- To remove heavy dirt, stains and scuff marks
- Preliminary step to re-coating or high speed buffing the floor to restore original finish appearance.

##### **Required Supplies and Equipment:**

- 175 rpm single disk machine
- Blue or green pads
- Two mops
- Two buckets with wringers
- Wet/Dry vacuum
- “Wet floor” signs
- Gloves
- Products - All purpose cleaner

##### **Procedure:**

- Put on gloves
- Ensure all doors within the work area are temporarily packed to contain solution to the work area being scrubbed
- Fill both buckets with water

- In one bucket, mix the all purpose cleaner according to manufacturer's instructions
- Place "wet floor" signs at each entrance
- Apply diluted cleaning solution to a 10 foot by 10 foot area of the floor with a mop
- Scrub the wet floor with the single disk and pad
- Pick up the scrubbed solution with the wet/dry vacuum
- Rinse the floor just scrubbed with clear water and a rinse mop
- Repeat on another 10 foot by 10 foot area until the entire floor has been top scrubbed
- Wipe baseboard down to clean up any splashes from scrubbing
- Rinse entire floor with a fresh bucket of clear water
- Allow floor to dry
- Floor scrubbing does not restore the floor's original luster
  1. Floor is now ready to re-coat or high speed buff
  2. Refer to those sections for instructions on how to proceed.

## **PROCEDURE #5 - FLOOR STRIPPING**

### **Purpose:**

- Thorough stripping and rinsing is the basis for:
  1. Sealer to penetrate the surface of the tile
  2. Rejuvenating the tile colors
  3. Building a strong foundation and maximum adhesion for subsequent finish layers.

### **Technique:**

- Ensure all doors within the work area are temporarily packed to contain solution to the work area being scrubbed
- Dust mop floor prior to mopping
- Apply disinfectant solution to floor from mop bucket
- Allow 10-minute contact time
- Pick up solution with mop, rinsing mop in disinfectant solution
- Repeat until floor is cleaned
- Must monitor solutions cleanliness. Change solution when visibly soiled.

**Automatic Scrubber:**

- Automatic scrubber with wet vacuum pickup and good disinfectant cleaner can produce very high degree of cleaning and disinfecting.
  1. Works well on quarry tile and other areas with recessed grouting
  2. May be used in operating room, taking care to assure wheels, squeegee etc. are clean.

**Technique:**

- Dust mop the area first using a clean mop
- Spread disinfectant liberally over floor with mop
- Allow contact time of 10 minutes
- Pick up solution with mop
- Rinse the mop in the water bucket and wring mop well
  1. Releases dirt into rinse water, out of mop head
  2. Keeps disinfectant solution from becoming overloaded and ineffective too soon.
  3. Suitable in high and intermediate priority areas operating rooms, isolation and high risk patient care.

**Single bucket method:**

- Provides adequate cleaning in medium priority areas
  1. Less cumbersome method
  2. Disinfectant solution carries all dirt and bacteria and must be changed frequently
  3. When solution becomes overloaded with soil, may spread more germs than it kills
- When is it time to strip?
  1. The finish begins to build up
  2. The floor begins to change color
  3. Mopping, spray buffing and re-waxing no longer give desired results

**Required Supplies and Equipment:**

- Three mop heads with handles
- Three buckets with wringers
- Broom and dust pan
- 175 single disk floor machine
- Black or brown stripping pads



- Wet/Dry vacuum
- Floor squeegee
- Stand up scrapper
- Doodle bug and pad
- “Wet floor” signs
- Gloves
- Protective footwear
- Products

- 1.Stripper
- 2.Neutralize, if necessary
- 3.Baseboard stripper
- 4.Clear water

**Procedure:**

- Remove as much furniture as possible from the area to be stripped
  1. If heavy, seek help
- Dust mop the floor thoroughly before beginning stripping
  1. This will remove all loose material that could cut or scratch the floor during the stripping operation
    - Remove gum, tar and other foreign material from the floor with a stand up scraper
    - Move all equipment and tools to area to be stripped prior to beginning work
    - Place “Wet floor” signs at every entrance
    - Put on gloves and personal protection equipment. Apply baseboard stripper
      1. Apply product to baseboards and 3" of floor edge
      2. Be careful not to spray walls and painted surfaces
      3. Let set 2 - 3 minutes
      4. Reapply if drying out
      5. Agitate with doodle bug
      6. Rise area with rinse mop using clear water.
- Mix the stripper solution
  1. Always wear gloves
  - 2.Pour the stripper into hot water, following manufacturer’s directions.

- Put on protective footwear
    1. Protect your feet and shoes
    2. Gives a better grip on slippery floor
  - Apply stripper solution liberally to the floor
    1. Start along the edge of the area
    2. Fill in the rest of the area in a figure eight motion
    3. Cover an area 100 - 150 square feet at a time
    4. Let solution stand 3 - 5 minutes
    5. Do not let stripping solution dry out. Reapply solution prior to scrubbing, if necessary.
      - Machine scrub the wetted area thoroughly
        1. Use the 175 machine and stripping pad of your choice
        2. Move from where your feet are on dry floor into the stripping solution.
          - Pick up the stripping solution
            1. Squeegee to a central location
            2. Pick up with wet/dry vacuum.
              - Rinse the stripped area thoroughly
                1. Rinse two or three times with clear water
                2. If a high alkaline stripper was used:
                  - 2.1 A neutralizer is recommended in the first rinse only
                  - 2.2 Follow with one clear water rinse
                  - 2.3 Only two rinses save time and labor.
3. After final rinse, wipe down baseboards again to clean up splashes from stripping operation.
- Allow the floor to dry thoroughly before applying seal
  - Wipe your hand across the floor and if a white powder is visible on the palm of your hand, rise and allow to dry again
  - Clean all equipment, wipe cords dry, and store for future use
  - Floor is now free of all sealer, finishes, dust, grime, gum and other foreign matter.
- It is ready for the first sealer coat.

## **PROCEDURE #6 - APPLYING FLOOR FINISH**

### **Purpose:**

- Seals and finishes protect and beautify the floor.

### **Require Supplies and Equipment:**

- Finish and seal mops and handles
- Bucket with wringer
- Plastic liners
- “Wet floor” signs
- Products - Sealer of your choice and Finish that fits your maintenance program.

### **Procedure:**

Sealing a floor:

- Ensure all doors within the work area are temporarily packed to contain solution to the work area being scrubbed
- Put a plastic liner into an empty bucket. Pour sealer into the lined bucket
  - 1 Liner keeps the sealer uncontaminated by anything the bucket may still have in it
  - 2.Clean up is much easier. Just twist, tie and toss.
- Place “Wet floor” signs at every entrance
- Move the tools and materials required into the area where the floor is being sealed
- Be sure footwear is clean prior to walking on clean, stripped floor
- Dip a clean seal mop into the floor sealer. Wring out to the point where the mop is wet, but does not drip
- Laying the seal:
  1. Start in the furthest corner
  2. Frame a small area
    - 2.1 Fill in the center, working backwards
    - 2.2 Use a figure eight motion when moving your mop.
  - Move to next area and repeat
    - 3.1 Work side by side areas
    - 3.2 Keep overlapping edges wet.
- Allow the floor to dry thoroughly. Apply a second coat of sealer
- Stay away from the baseboards, four to six inches
  - 1 This area gets little wear
  - 2 Avoid excessive build up by not coating to edge on second coat.
- When finished with the sealer coats

1. Wash out the seal mop and hang up to dry
2. Throw away any seal left in lined bucket. Twist, tie, toss
3. Once the floor dries, it is ready for a floor finish to be applied.

**Floor finish:**

- Put a clean plastic liner into an empty bucket. Pour finish into lined bucket.
- Dip a clean finish mop into the floor finish. Wring out to the point where the mop is wet, but does not drip
- Start laying a thin coat of finish at the farthest corner from the entrance
  1. Stay four to six inches away from the baseboards
  2. Frame an area, filling it with a figure eight motion
  3. Turn the mop head over frequently
  4. Move to next area and repeat
    - 4.1 Work side by side areas
    - 4.2 Keep overlapping edges wet.
- Allow the first coat to dry thoroughly before applying second coat
- When applying the second and third coats of finish, continue to stay four to six inches away from the baseboard
- The final coat
  1. Apply a coat of seal or finish to the baseboard
  2. Apply the last coat of finish on the floor up to the baseboard.
- When finished with the last finish coat,
  1. Wash out the finish mop and hang up to dry
  2. Throw away any finish left in lined bucket. Twist, tie, toss.

**PROCEDURE #7 - SPRAY BUFFING FLOORS**

**Purpose:**

- Fill in scratches in finish
- Bring back gloss lost to heavy foot traffic
- Extend periods between stripping or scrubbing

**Required Supplies and Equipment:**

- 175 to 1000 rpm floor machine

- Bed pads
- Trigger sprayer bottle
- Dust mop
- “Wet floor” signs
- Products - Spray buff solution and dust mop/dust cloth treatment

**Procedure:**

- Ensure all doors within the work area are temporarily packed to contain solution to the work area being scrubbed
  - Start with a freshly dust mopped floor
  - Fill trigger sprayer with spray buff solution
  - Adjust spray nozzle to a fine mist
  - Place red pad on the floor machine
  - Lightly spray the area in front of the machine or on the right side
1. Spray an area 3 feet by 3 feet
  2. Do not over spray solution
    - 2.1 All of the product must be buffed dry
    - 2.1 Floor will remain dull if insufficient buffing is done
- Floor will appear smeary at first
1. As spray buff solution dries, the shine will come back
  2. The scuff marks should be gone
  3. If black heel marks are on the floor, a water dilutable spray buff product with a solvent should be used.
- Change pads frequently
  - Repeat process by spraying another area 3 feet by 3 feet, in front or to the right until the entire area has been spray buffed
  - Dust mop the entire area that was spray buffed
  - Put away equipment
1. Put away all equipment, tools and materials.
  2. Wash out spray buff pads
    - 2.1 If pads are too built up, soak in diluted stripper solution
    - 2.2 Always wear your gloves when working with stripper.

### **PROCEDURE #8 - TILED WALLS AND RAILING:**

- Tiled walls in the Accident and Emergency Department's public restrooms and Orthopaedic clinic are to be cleaned on a daily basis and any other time when the need arises or if the designated officer makes a request.

### **PROCEDURE #9 - PUBLIC RESTROOMS:**

- Public restrooms are to be provided with adequate supplies of liquid soap, paper hand-towels and toilet paper.
- The Sanitary fixtures in these areas are to be cleaned on a daily basis and any other time when the need arises and/or if the designated officer makes a request.
- Restrooms are to have constant supply of air-freshener to ensure the rooms always have a pleasant smell.
- Trash bins in Public restrooms are to be emptied regularly, and the bins cleaned, sanitized and relined with plastic bags.

### **Commercial Cleaning and Sanitizing of the Eye Care Centre**

**On-site daily duties** include but is not limited to:

- Clean, dust & damp mop floors including baseboards
- High cleaning
- Vacuum & deodorize carpet
- Clean and polish windows and glass doors
- Clean window sills
- Clean and disinfect doors and frequently touched areas/surfaces
- Maintain cleanliness in waiting area (clean and sanitize chairs, tables, entertainment center, wall hangings etc.)
- Clean exam rooms (sinks, counters, floors), (excluding equipment, exam chairs, medicine cabinets etc.)
- Clean and sanitize bathrooms: walls, doors, toilets, vanities, sinks, fixtures, glass, dispensers
- Refill hand towel, soap, hand sanitizer, disinfection wipes and toilet tissue dispensers as needed
- Sanitize window sills and frames
- Clean interior and exterior windows
- Disinfect door, walls, counters, shelves, cabinets, cupboards, chairs and frequently touched areas etc.
- Polish wooden cases
- Sanitize workstation & desks
- Disinfect telephones
- Clean & sanitize kitchen: walls, table, chairs, counters, microwave, fridge, sink, fixtures, exterior of cupboards and drawers etc.

**Daily Floor Care** includes but is not limited to:

- Daily Vacuum & deodorizing of all carpets
- Daily mopping & periodic damp mopping

**Monthly deep/detailed cleaning** includes but is not limited to:

- High cleaning of interior of entire building including ceiling & exterior of air conditioner vents
- Cleaning & disinfection of all surfaces within the building
- Cleaning of all glass windows (interior/exterior) & fixtures
- Shampooing and deodorize of all carpets
- Scrubbing and cleaning of all tiled floor & baseboard
- Wax & polish all relevant flooring

**Commercial Cleaning and Sanitizing of the Food Nutrition Department in particular the Kitchen and Cafeteria.**

- Deep scrubbing of the entire kitchen hallways and cafeteria floors inclusive of under tables and under shelving on a nightly basis.
- Twice monthly cleaning and polishing of all overhead hoods – (main kitchen, dishwashing and bake shop areas).
- Remove stove range to clean between alley separating the east and west wing, as well as cleaning all wheels and removing all debris and grease from the immediate area three times per week and as required.
- Nightly cleaning and polishing of all stainless steel stoves and ovens to ensure that each piece of equipment receives detailed cleaning, removing all debris and food particles.
- Deep cleaning of deep fat fryer to be conducted every Sunday.
- Daily sanitizing of all stainless steel counter tops along with the cleaning of all shelving legs.
- Daily cleaning of all tiles under all counter tops and dish washer areas.
- Sanitize all dishwashing sinks leaving them ready for use, including all soiled pots and pans nightly.
- Buffing, vanishing and stripping of tiles in the Cafeteria on the last Sunday of each month.

**Cafeteria**

- Daily remove all cafeteria service equipment and debris prior to cleaning and repositioning the equipment to their original position on completion.
- Clean cafeteria ceiling fans every Friday night.
- Remove all garbage from Cafeteria as needed on an ongoing basis and replace and clean garbage linings.
- Pressure wash exterior of cafeteria situated in the courtyard twice per week (Wednesday and Saturday).

- Clean and shine all glass doors and partitions in staff cafeteria nightly
- Remove all dirt from wooden base of doors and partitions (Monday, Wednesday and Friday).

### **Delivery area**

- Scrub and sanitize back porch nightly.
- Pressure wash floors and surrounding wall tiles and exterior of storage twice weekly (Thursday and Saturday).
- Remove all garbage from back porch nightly and leave all garbage containers (inside and outside) clean and ready for daily and immediate use.
- Surrounding ramp area to be left clean and free of all debris at all times.

### **Main Hallway/Service Elevator**

- Clean and sanitize service elevator nightly.
- Scrub hallway from top to bottom leading from kitchen to main lobby nightly.
- Maintain cleanliness of tiles within service hallway twice weekly.
- Clean hallway leading from cafeteria to main corridor nightly.

### **Dishwasher**

- Nightly cleaning, sanitizing and polishing of the dishwasher. Empty and clean all food strainers leaving them turned down on the draining board.
- All surrounding tiles adjacent to the dishwasher and pot washing sink must be cleaned twice weekly.

### **Bathroom**

- Must be cleaned and serviced daily and when the need arises in an emergency.
- Soap/hand wash, is to be placed in the bathroom for employees' use. These supplies are to be provided by the successful Tenderer.
- Tissue, both hand and toilet, should be restocked as necessary and supplied by successful Tenderer.
- Clean and Scrub floor and wall tiles in both male and female bathrooms twice weekly (Monday and Friday).
- All wall tiles need to be cleaned and sanitized twice weekly.

### **Other Assigned Duties**

- Clean all bottoms and wheels of food trolleys nightly.
- Clean and sanitize food trolleys nightly.
- Remove all mop strings from all mobile trolleys when necessary.
- Clean all offices: dusting, cleaning of desk and chairs and blinds daily.
- Clean and mop floor tiles immediately after every patient meal service.
- Collection of trolleys on evening shift (11:00pm – 7:00am)



### HOUSEKEEPING CLEANING SCHEDULE

**The successful Tenderer should provide to select Area Heads and PMH Housekeeping Management, at the beginning of every month, the schedule, (date & times) for all areas that are to be cleaned on a monthly basis**

<b>AREAS</b>	<b>HIGH CLEANING /WALL CLEANING</b>	<b>DAMP/ DUST MOPPING</b>	<b>WET MOPPING</b>	<b>FLOOR SCRUBBING/ STRIPPING ROTARY OR AUTOMATIC</b>	<b>APPLYING FLOOR FINISHING</b>	<b>SPRAY BUFFING</b>	<b>CLEANING OF CHAIRS IN WAITING AREAS</b>
1a. Eye Care Centre (located at #26 Soldier Road)Foyer	4 x daily (minimum)	4 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	As needed	3 x per week (minimum)	4 x daily (minimum)
1b. Conference Room	4 x daily (minimum)	4 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	As needed	3 x per week (minimum)	4 x daily (minimum)
1c. Office Spaces	2 x daily (minimum)	2 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	1 x per month (minimum)	3 x per week (minimum)	2 x daily (minimum)
1d. Staff Lounge/Tearoom	4 x daily (minimum)	4 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	1 x per month (minimum)	3 x per week (minimum)	4 x daily (minimum)
1e. Examination Rooms	4 x daily (minimum)	4 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	1 x per month (minimum)	3 x per week (minimum)	4 x daily (minimum)
1f. Patient Waiting Area	4 x daily (minimum)	4 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	1 x per month (minimum)	3 x per week (minimum)	4 x daily (minimum)
1g. Restrooms	4 x daily (minimum)	4 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	1 x per month (minimum)	3 x per week (minimum)	4 x daily (minimum)
1h. Storage Areas	2 x daily (minimum)	2 x daily (minimum)	Daily and as necessary	1 x per month (minimum)	1 x per month (minimum)	3 x per week (minimum)	2 x daily (minimum)
1i. Front Entrance (Exterior)	N/A	N/A	Daily and as necessary	N/A	N/A	N/A	N/A
2. Food Services Dept.	1 x weekly (minimum and as necessary)	4 x daily (and as necessary )	4 x daily (and as necessary )	weekly inclusive of deep cleaning (Sundays)	weekly inclusive of deep cleaning (Sundays)	1 x per week (minimum)	Daily and as needed per shift
3. Hilltop Office Buildings	1 x weekly (minimum and as necessary)	1 x daily (and as necessary )	As necessary	1 x per month (minimum) as applicable	1 x per month (minimum) and as applicable	3 x per week (minimum)	1 x daily (minimum)
4. Administration Support Bldgs.	1 x weekly (minimum and as necessary)	1 x daily (and as necessary )	As necessary	1 x per month (minimum) as applicable	1 x per month (minimum) and as applicable	3 x per week (minimum)	1 x daily (minimum)
5. Laundry and Maintenance Bldgs.	1 x weekly (minimum and as necessary)	1 x daily (and as necessary )	As necessary	1 x per month (minimum) as applicable	1 x per month (minimum) and as applicable	3 x per week (minimum)	1 x daily (minimum)
6. Bachelдор, Transport and Oncology Bldgs.	1 x weekly (minimum and as necessary)	1 x daily (and as necessary )	As necessary	1 x per month (minimum) as applicable	1 x per month (minimum) and as applicable	3 x per week (minimum)	1 x daily (minimum)

Prior to submitting bids for this service, the Tenderers are requested to contact the Hospital Administrator of the Princess Margaret Hospital for:

- (a) Tour of areas, and;
- (b) Receive answers to queries that might arise

Only one (1) briefing session will be held. It is mandatory for all interested Tenderers to attend at the date and time identified. No separate sessions will be held for individual Tenderers.

**(To be completed and submitted by the Tenderer)**

- (1) The rules, regulations, terms, conditions and instructions of the Tender Document have been read and are agreed to: \_\_\_\_\_(initial)
- (2) The prices quoted are in Bahamian currency per annum inclusive of V.A.T, overtime, holiday pay, supplies, etc., (BAH\$) \_\_\_\_\_
- (3) The Tender Document is completed and submitted in duplicate: \_\_\_\_\_(initial)
- (4) The Undersigned is an officer authorized to submit this offer to Supply on behalf of the Tender named: \_\_\_\_\_(initial)

\_\_\_\_\_  
Tenderer (company)

\_\_\_\_\_  
Name of Officer (and company if different)

\_\_\_\_\_  
Title of Signing Officer

\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Name of Witness (Print)

\_\_\_\_\_  
Signature of Witness

\_\_\_\_\_  
Postal Address

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Date

Quotation Form pages, dated and signed and submitted in duplicate by the authorized company official constitute a guarantee by the company, as the "Tenderer", that the prices quoted thereon will remain the maximum and that a continuous supply of the service will be available from the beginning date and throughout the period of the Contract. Any increase in price from that tendered without written approval of the Public Hospitals Authority will be considered a voluntary withdrawal of the Tenderer and his service from the Authority.

Only those pages containing this tender need to be signed and submitted by the Tenderer, but pagination of the duplicate copies should be the same. A Tenderer may wish to attach a notation respecting the numbers of the pages enclosed or, conversely, not enclosed but this is not a requirement.

TENDER ON CONTRACT - QUOTATION FORM

Submitted:

Company Name and Address (to be completed by the Tenderer)

Name, Title and Signature of Authorized Signing Officer


PERIOD OF CONTRACT:

**1<sup>st</sup> December, 2020 – 30<sup>th</sup> November, 2021**

**One (1) Year**

CLOSING DATE OF TENDER

**12:00pm Friday, October 30<sup>th</sup> 2020**

ADDRESSED TO:

Chairman,

Tenders Committee

The Public Hospitals Authority

Corporate Centre "B"

Third & West Terraces Collins Avenue

P. O. Box N-8200

Nassau, Bahamas

Note: The Quotation Form is part of the Tender Document.

CERTIFICATION: I certify that the offered price quoted in my/our Tender is not and will not be greater than that agreed to in my Tender document.

_____	_____	_____
Date	Name	Signature
_____	_____	_____
Date	Witness Name	Signature
_____	_____	_____
	Postal Address	Telephone Number