

# Invitation to Tender

## Cleaning & Maintenance Contract

St Mark's Lutheran School Mt Barker provides outstanding Christian education to families within the Adelaide Hills. We are an independent coeducational Foundation to Year 6 primary school with a student population of 339.

St Mark's invites interested persons and businesses to contact the school Business Manager, Holly Wake to discuss requirements in more detail.

**A site inspection will take place on Monday, 20th March 2017 at 3.45pm with the school Business Manager. Please report to the front office.**

**Tenders close Wednesday 29th March 2017 at 5pm** with interviews commencing shortly after. Commencement to be negotiated prior to 1 June 2017.

Tenders must include an hourly rate (ex GST) and minimum contracted hours per year. A casual hourly rate for additional cleaning requests must be provided. Include one-off attendance rate for alarm call-outs.

### Background

After 15 years of dedicated and exceptional service our current cleaning and maintenance contractor will be leaving the school in May 2017.

We are seeking a meticulous and caring cleaning and maintenance contractor to take over the daily cleaning and some maintenance duties at the school. We are seeking persons who take initiative and pride in their work, show attention to detail and who display the values of the St Mark's Community.

Our current contractor will be available for a 2-4 week mandatory hand-over during the April school holidays (Monday 17 April to Friday 28 April) and during Term 2 (Monday 1 May to Friday 12 May). During this time, the new contractor will work side by side with our existing contractor to learn the high level of expected standards.

### General Time Commitment

The following hours have been provided by the school's current contractor as a guide.

<b>During School Terms</b>	32.5 hours per week
<b>During Term 1 Break (2 weeks)</b>	Up to 45 hours
<b>During Term 2 Break (2 weeks)</b>	Up to 100 hours
<b>During Term 3 Break (2 weeks)</b>	Up to 50 hours
<b>During Term 4 Break (6-8 weeks)</b>	Up to 160 hours

**Attendance - Onsite days and hours to be worked**

During term time, Monday to Friday, the school is to be cleaned daily between the hours of 3.45pm to 11pm. The school is open to negotiation to carry out work between 5am and 7.30am weekdays and non-daily work on weekends.

During school holidays, the days and hours are flexible but the vacation care areas, including the Block B toilets must be cleaned after 6.30pm Monday to Friday excluding public holidays.

**Duration of Contract:**

12 months with 6 month probationary period.

**Renewal:**

Renewal of contract to occur in October each year. If after the first 12 months the school is satisfied with the contractor, the contract will likely extend to 3 years with a review of the hourly rate to occur in October each year.

**Additional Information**

This is an external contract and as such the person(s)/business appointed will need to have:

- ABN
- Current public and professional liability insurance with \$20 million cover - Certificate of Currency must be provided to the school each year.
- Current approved Department for Communities and Social Inclusion (DCSI) Clearance of every person that will carry out onsite work. Clearances to be renewed every 3 years and copy issued to schools after each renewal. This is at the contractor's cost.
- Integrity to safeguard and guarantee the privacy and intellectual property rights of the school and maintain strict confidentiality.
- Be able to invoice the school separately on a fortnightly or monthly basis.
- Have current driver's licence and own car.
- Supply own equipment (see list below).

Travel time and expenses to and from the school will not be paid.

As an external contract there will be no leave entitlements paid by the school. No additional penalty rates will be paid by the school for public holidays, weekends or after hours. This must be factored into the hourly rate.

## **Equipment and Cleaning Supplies**

The school will supply toilet paper, hand soap, handtowels, air-freshener, garbage bags/bin liners and staffroom dishwashing supplies. A separate company is contracted to maintain the sanitary bins. The cleaning and maintenance contractor will be required to supply the following as part of the contracted hourly rate:

- Backpack vacuum cleaner and extension leads
- Vacuum polisher
- Vacuum scrubber
- Pressure washer
- Hard floor steam cleaner
- Industrial carpet extraction cleaner
- Mops, buckets, brooms, cleaning cloths etc
- Safe cleaning solutions - note all Material Safety Data Sheets on cleaning products used must be supplied to the Business Manager on commencement and then yearly or whenever a product is changed or introduced.
- Ladders, mini-scaffold and other tools of trade

All electrical must be tagged and tested with certification kept up to date.

No equipment is to be stored at the school unless being used daily.

## **Ladders and Working at Heights**

The school requires the contractor to read the current Safework SA data sheet regarding the use of ladders and to adhere to the recommendations. The school requires the contractor to have two people available when using ladders and when working at heights i.e. gutter cleaning and high window cleaning as per Safework SA's recommendations.

## **Sub-Contractors or Employees**

The contract will be subject to the person(s) or business listed in the contract undertaking the duties listed in this document. If at any time they are unable to perform these duties or wish to appoint an additional employee or sub-contractor to assist with the above duties, the contractor may not appoint an alternative without the express permission of the Principal (or his/her delegate) and this person(s)/business must have their own insurance or be covered by the contractor's insurance policy and have a current approved DCSI clearance.

## **Accountability and Extent of Authority**

The contractor is accountable to the Principal but will primarily take direction from the Business Manager.

## **Experience**

Contractor to have minimum of 2 years experience cleaning commercial properties.

## **References**

Please provide three organisations/commercial businesses (educational based preferable) with a contact name and telephone number for reference checks.

## Cleaning Specification Schedule

Please note this is not an exhaustive list and the person(s)/business will need to be flexible to the evolving requirements of the school. It will be important to show initiative, notice if something needs cleaning and action it. If it falls outside of the schedule, discuss the issue with the Business Manager prior to undertaking the work.

Attendance will be required as per on-site hourly schedule to carry out the following tasks. There is scope for work to be carried out on weekends and during school holidays.

The following cleaning/general maintenance duties are expected to be undertaken to an exceptionally high standard:

### **Daily - Monday to Friday**

#### **Toilets**

- Clean ALL toilets (staff and students) - includes disinfecting and scrubbing bowls, wiping seats and cisterns all over, wiping hand basins/sinks, taps and benchtops, scrubbing urinal, emptying paper towel bin, restocking toilet paper, hand towel and soap.
- Wipe marks off: mirrors, soap and paper towel dispensers, hand dryers, walls, doors, door handles.
- Notify school admin if consumables (i.e. toilet paper) are required to be ordered.

#### **Wet Wipe and Scrub**

- Junior primary wet area - scrub and wipe sinks, tiles, walls of surrounding area, mobile tables, sweep and mop floor.
- Wipe marks off door glass and frame at end of senior passage, front office entry door and main student entry door, student exit doors near Year 4 and boys toilets, library entrance door.

#### **Sweep Hard Floors**

- Sweep hard floors - toilets, sick room, B12 bag lockers main passage, staff kitchen, junior primary (wet area), German room, hall (using dust control mop).

#### **Mop hard floors**

- Sick room, toilets, B12 bag lockers main passage, staff kitchen, junior primary (wet area), German room.

#### **Vacuum accessible carpets**

- Admin front office area, passages, classrooms, library, staffroom
- Vacuum carpet traffic areas - hallways and entrances of all buildings

#### **Outside School Hours Care (OSHC) - after 6.30pm**

- Vacuum carpet, sweep and mop main and kitchen floors, empty bin, check sink and benchtops clean and wet wipe if required.

### **Rubbish**

- Empty Rubbish Bins - Staff kitchen (replace bin liners), toilets, library, sick room, admin (secretary and workroom), office in staff room, class bins left in passage, admin offices when open.

### **Security and Lock Up**

- Check external doors and window are secure, turn off lights, air conditioners, sound field systems and fans, set alarms.

### **Accidents**

- Attend to and treat accidental spills. The school will notify the contractor when a spill occurs prior to 3.45pm. The contractor must also take initiative to clean spills that he/she notices.

### **Weekly on Wednesdays and Fridays**

- Empty all rubbish bins (staff and students) on Wednesdays and Fridays into the bales located behind the front office.

### **Council Green Waste and Yellow Recycle Bins**

- Wheel out to roadside on Monday and retrieve on Tuesday

### **Weekly/Weekends**

- Hose floor around urinals and under hinges of boys' toilet seats
- Descale and wipe outside toilet bowls
- Wipe window ledges and splashbacks in toilets
- Empty bins in music tuition and German rooms
- Mop hall
- Buff (polivac) B12 bag lockers main passage
- Clean exposed glass (both sides) in all external doors (classrooms, entry passages etc), front office external windows and hall airport door panels (bottom two levels),
- Vacuum admin offices and empty bins
- Check gutters for balls and other restrictions and remove
- Pressure clean junior primary paths on the first weekend of each month
- Pressure clean Foundation classroom paths fortnightly
- Damp Cloth Dusting - all surfaces where dust settles including benches, bookshelves, desks, tables computer monitors, trolleys, window ledges etc (not student desks or inside bag lockers). Note: the contractor is not expected to move anything to get to the hard surface areas but is expected to clean around things
- Clean marks off walls/carpets
- Vacuum all accessible carpets

### **Monthly**

- Pressure clean paths around seats outside Foundation to Year 4 rooms
- Wipe marks off walls
- Trim loose threads in carpets
- Remove spots in carpets

### **Week 5 and 10 each term**

- Wipe/disinfect splashbacks, benches, sinks and taps in staff kitchen
- Rake and level barkchips in playgrounds

### **All Term Breaks**

- Cobwebs - this involves a thorough inspection of all areas. Surface spray the cobwebs before cleaning them off. All windows and security motion detectors must be done.
- Deep clean staff and boys' toilet floors - pressure clean the grout and drain pipes using small pressure washer
- Scrub hall floor - using large industrial scrubber
- Drinking troughs - hose out and scourer as required
- Bench seats outside main building - wash and wipe with wet cloth
- Admin blinds and window frames - dry wipe
- Louvres on library building - scrub and hose
- Apply leather conditioner to admin and staffroom sofas
- Scrub staff kitchen and admin toilet floors with industrial heavy duty cleaner
- Clean OHSC areas and toilets daily during vacation care [see daily schedule]
- Steam clean OHSC and passage carpets [industrial carpet extraction cleaner]

### **Bi-Annually - during Term 1 & 3 holidays**

- Clean skylights (these drop down, slide out or unscrew, vacuum with brush on end)

### **Bi-Annually - during Terms 2 & 4 holidays**

- Clean all external windows (ground level) - inside and out
- Steam clean ALL carpet including admin, library, tutor rooms, staffroom, hall stage

### **Annually - generally during Term 4 Christmas holidays unless specified**

- Vacuum brush top of rafters in all areas
- Clean high windows inside and out - will require a ladder or scaffold (3rd term)
- Internal windows - all doors, windows and side lights
- Strip and seal B12 bag lockers main passage floor - using scrubber
- Scrub hard floors

### **Special Events**

- Clean toilets, scrub hall floor and clean hall windows before and after the following special events:
  - Sounds on Sunday (1 afternoon event)
  - Concert (2 night event)
  - Year 6 Graduation (1 night event)
  - Start of Year Opening Chapel (1 morning event)
  - End of Year Closing Chapel (1 morning event)
  - Sports Day (1 evening event)
  - Parents & Friends Family Fun Night (1 evening event)
  - Grandparents and Special Friends Day (1 evening event)
  - Open Day (1 day event)
  - Fete (1 Saturday every 2 years)

**General Maintenance**

- Raking and levelling of playground bark chips
- Gutter cleaning of all buildings
- Emergency maintenance when maintenance contractor is unavailable
- Graffiti removal - internal and external

**Security - to be negotiated**

Our current contractor has been the first point of call for alarm call outs. We would like this to continue but are open to negotiation. Actual attendance has been once or twice a term, charged at a one-off flat fee for each attendance.

**Additional Cleaning Services - Casual Hourly Rate**

From time to time carry out cleaning services at the request of management i.e. special clean before a one-off event.

## Selection Criteria

### MANDATORY [MUST BE OBTAINED AND VERIFIED PRIOR TO SIGNING OF CONTRACT]

- Current approved DCSI Screening Clearance
- Current driver's licence and own transport

### HOURLY RATE

- Provide an hourly rate and total number of contracted hours for a 12 month period

### EQUIPMENT

- Provide equipment list able to supply

### PERSONAL SKILLS, ABILITIES AND APTITUDE

- Excellent communication and interpersonal skills. The contractor will be expected to interact with management, staff and other contractors
- Evidence of active involvement in a Christian denomination and/or ability to support the Christian ethos of the school
- Superior organisational ability, attention to detail and meticulous work ethic
- Demonstrated levels of initiative, discretion, confidence, flexibility, perseverance, emotional stability and resourcefulness
- Genuine desire to reflect the mission and values of the school through their work
- Details on how the person(s)/business will safeguard and guarantee the privacy and intellectual property rights of schools and maintain strict confidentiality

### KNOWLEDGE AND EXPERIENCE

- Relevant or related experience in commercial cleaning
- Demonstrated ability to relate effectively to a diverse range of people

### PERFORMANCE STANDARDS AND REVIEW

- A weekly walk-around progress check will be held during the probation period

## Application Process

**Tender applicants with sufficient skills and experience are required to:**

1. Write a covering letter including previous experience
2. Respond to each of the selection criteria to a maximum of half a page per criteria;
3. List three commercial referees

Tender applicants that do not meet the above requirements will not be considered.

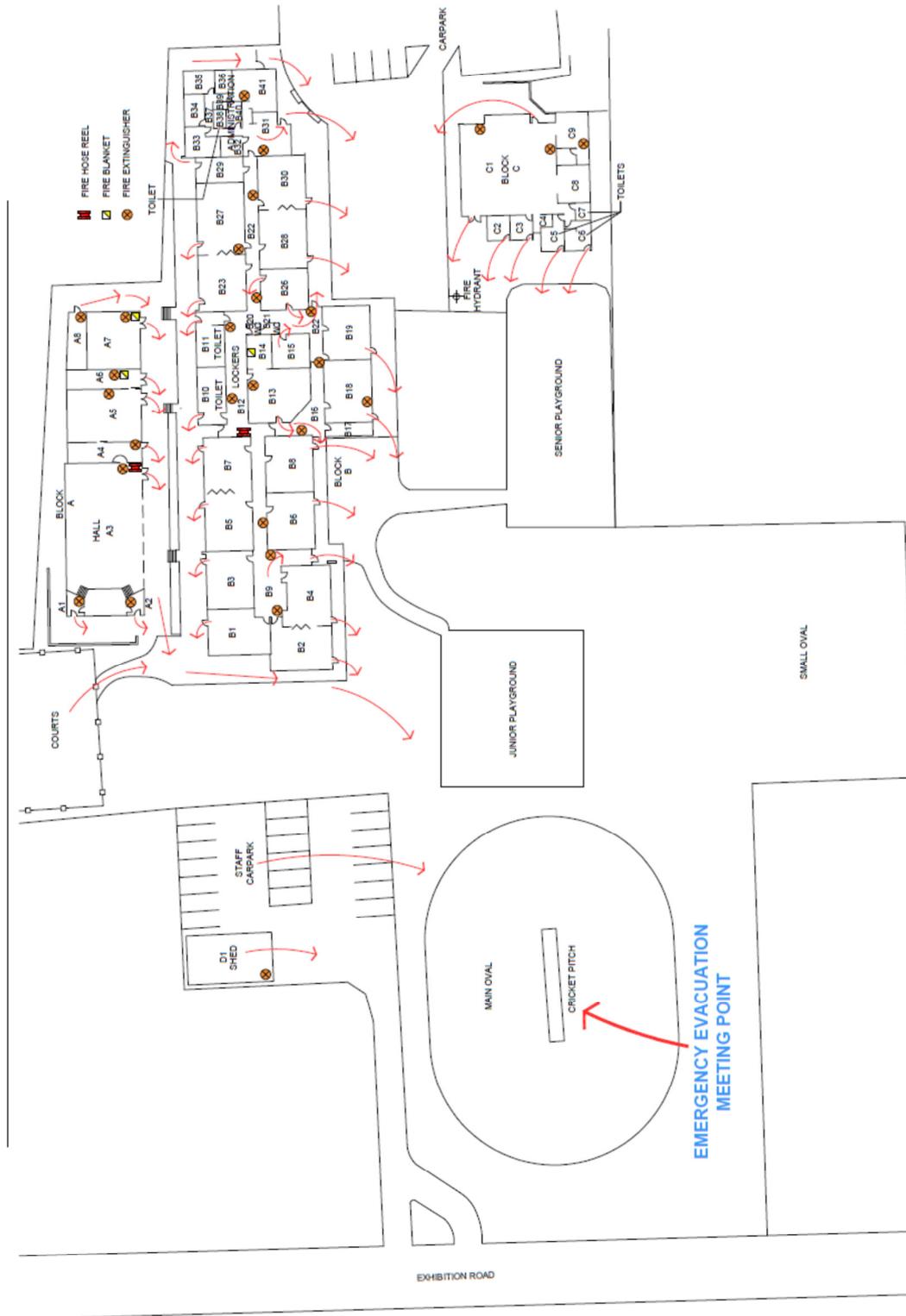
**Tender applications close Wednesday, 29th March 2017 at 5pm** and are to be marked CONFIDENTIAL and addressed to:

The Principal  
James Heyne  
St Mark's Lutheran School Mt Barker  
37 Hampden Road  
MT BARKER SA 5251

or sent electronically to [jheyne@stmarks.sa.edu.au](mailto:jheyne@stmarks.sa.edu.au)

It is expected that those short listed for an interview will need to be available for an interview in early April.

## SITE MAP



Foundation Classrooms - B2 & B4  
 Junior Primary Classrooms - B1, B2, B3, B4, B5, B6, B7, B8  
 Senior Primary & Learning Support - B18, B19, B23, B26, B27, B28, B30