



The Commonwealth

**COMMONWEALTH SECRETARIAT**  
MARLBOROUGH HOUSE, PALL MALL, LONDON SW1Y 5HX

*(IN STRICT COMMERCIAL CONFIDENCE)*

## **Request for Proposal**

### **354-2016 - Cleaning Services for the Commonwealth Secretariat**

Submission deadline: [Monday 6 June 2016 at 8am BST](#)  
Clarification Closing date: [Wednesday 1 June at 5pm BST](#)  
Contract Award Date: [Week Commencing 20 June 2016](#)  
Clarification by e-mail only: [FMSProcurement@commonwealth.int](mailto:FMSProcurement@commonwealth.int)

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Schedule 1 Format for Submission - Technical Response

Schedule 2 Format for Submission - Financial Response

## Section 1

### 1. Introduction

The Commonwealth Secretariat (the “Secretariat”) is an international organisation with its HQ on Pall Mall in London. The Secretariat implements decisions agreed by Heads of Government and Ministers through advocacy, coalition-building, information sharing, analysis, technical assistance, capacity-building, and advice and policy development.

Bidders are encouraged to refer to the *Guide on Bidding to the Commonwealth Secretariat* which can be found at <http://thecommonwealth.org/procurement> prior to completing their submission.

All communication relating to this process, including Requests for Clarification, should be channelled through [FMSProcurement@commonwealth.int](mailto:FMSProcurement@commonwealth.int). Any actual or attempted communication outside of the above contact (unless specifically requested by the Secretariat) may result in disqualification.

## Section 2

### 2. General Instructions

#### 2.1 Invitation

The Secretariat invites companies to provide goods or services in accordance with the specification listed in Section 3 Scope of Services.

This is a single stage Request for Proposal process.

The most economically advantageous Proposal shall be awarded the contract. The weighted award criteria shall be based on:

- Qualitative - 60%
  - The breakdown of the weighting is contained in Schedule 1 Part c.
- Price - 40%
  - The Lowest Bid that meets the specification in full (the benchmark) will be awarded the full score. The weighting for all Other Bids to be a percentage from the benchmark. i.e.  $(LB/OB) \times 0.4 = \text{Score}$ .
  - Please note, all pricing shall be considered when calculating the scores.

#### 2.2 Submission of Proposals

**2.2.1** Responses and all supporting documents must be submitted in electronic format and sent to [FMSProcurement@commonwealth.int](mailto:FMSProcurement@commonwealth.int). The subject of the email should state the contract reference number and title. Bidders proposals **must be accompanied** by the Secretariat’s Code of Ethics signed by the bidder. This will be found on the website <http://thecommonwealth.org/procurement>

**2.2.2** Bidders technical (see Schedule 1) and financial (see Schedule 2) responses should be submitted in the format specified, as separate documents clearly titled as such. Failure to adhere to this requirement will result in disqualification.

- 2.2.3 The deadline for returning proposals is **Monday 6 June 2016 at 8am BST**. Proposals received after this deadline will not be considered.
- 2.2.4 Bidders should submit an offer based on the Scope of Services in Section 3 below and the corresponding Annexes.
- 2.2.5 It is incumbent on bidders to ensure that they have all the information required for the preparation of their proposal and are satisfied about the correct interpretation of terminology used in this documentation. Bidders must also ensure that they are fully conversant with the nature and extent of their obligations should their proposal be accepted.
- 2.2.6 Proposals are to be valid for a minimum of 180 days from the closing date for the submission of the proposals.
- 2.2.7 The Secretariat reserves the right to cancel the process at any time for lack of response or for other reasons deemed appropriate.
- 2.2.8 The Secretariat does not undertake to accept the lowest proposal and reserves the right to accept any part or all of any proposal or proposals.
- 2.2.9 Bidders are required to complete the pricing using the formatting provided in Schedule 2 (additional lines may be added). Where assumptions are made, these must be clearly documented so that where amendments are necessary and the contract price needs to be adjusted, it is done in a transparent manner.
- 2.2.10 The Secretariat will carry out an evaluation of the proposals using the weighted criteria method as described in Schedule 1 Part c. The Secretariat will select a Preferred Contractor which will be taken forward to contract award. The Secretariat reserves the right to appoint a Reserve Preferred Contractor which the Secretariat would take forward to contract award if any contract negotiations with the Preferred Contractor are unsuccessful.
- 2.2.11 Award of contract may be subject to negotiations with the Preferred Contractor at the sole and absolute discretion of the Secretariat. Such negotiation would be limited to contract terms as identified in the proposal or any other matter as required by the Secretariat.
- 2.2.12 The Secretariat reserves the right to terminate any negotiations at any time for any reason. If negotiations with the preferred contractor cannot be settled within 30 days of award of contract, The Secretariat may choose to invoke the Reserve Preferred Contractor for award of contract instead.
- 2.2.13 The Secretariat will decide on the award of contract following successful negotiations (if any).
- 2.2.14 The Contract prices and rates are not subject to change during the contract period.

## 2.3 Requests for clarification

All queries must be submitted via the email address [FMSProcurement@commonwealth.int](mailto:FMSProcurement@commonwealth.int). Any clarification request and response that is of relevance to all Bidders shall, in the interest of a fair process, be made available on the website without disclosing the identity of the originator of the question. Therefore bidders are strongly encouraged to visit the website regularly to check for any updates.

## 2.4 Timetable

Milestone	Date
<b>Stage 1 - RFP</b>	
RFP advertised	3 May 2016
Site Visit*	9 May 2016
Clarification Deadline	1 June 2016
RFP submission deadline	6 June 2016
Completion of evaluation	10 June 2016
<b>Stage 2 - Presentation (if deemed necessary) and/ or Selection</b>	
Presentations	13-15 June 2016
Selection of Preferred Contractor	17 June 2016
Contract Award	24 June 2016
Commencement of Contract**	1 July 2016

### \*Site Visit

Up to 2 bidders from each firm will have the opportunity to visit the Commonwealth Secretariat at 10am BST on 9 May 2016 to better understand the Services. Visits will only be permitted through prior booking, which should be made through [FMSProcurement@commonwealth.int](mailto:FMSProcurement@commonwealth.int) by 17.00BST on Thursday 5 May. Bidders will receive a response confirming their attendance. The incumbent contractor will be available to answer any questions and provide clarification regarding the Services.

### \*\*Commencement of Contract

The contract will formally commence on 1 July 2016 and if applicable, the Preferred Contractor is expected to mobilise, at their own cost, from 27 June 2016 to benefit from a handover from the incumbent.

## 2.5 Terms and Conditions of Contract

The terms and conditions can be found at <http://thecommonwealth.org/procurement>. Bidders are requested to familiarise themselves with them as they will govern the contract.

## Section 3

## 3 Scope of Services

### 3.1 Background

3.1.1 The Secretariat is based in two buildings that require an office cleaning service. It requires other “associated” cleaning services that may or may not be obtained from the preferred contractor selected under this RFP.

## **3.2 Service Objectives**

- 3.2.1 The Preferred Contractor will deliver the highest level of cleaning and continuously looking to improve services by streamlining processes or making innovative suggestions. The Preferred Contractor will bring all their professional expertise, which includes drawing on industry developments, to bear for the duration of this Contract.
- 3.2.2 All staff provided by the contractor for these services must be paid no less than the minimum of the London living wage.

## **3.3 Core Service Requirements**

- 3.3.1 Please refer to the following attachments:

- Annex 1 - Quadrant House Cleaning Specification
- Annex 2 - Marlborough House Cleaning Specification
- Annex 3 - Daily Janitor Duties
- Annex 4 - Consumables List

## **3.4 Associated Products and Services**

- 3.4.1 Please refer to the following attachments:

- Annex 5 - Associated Services
- Annex 6 - ICT Cleaning
- Annex 7 - Conservation Cleaning

- 3.4.2 The Secretariat may consider the purchase of additional cleaning services on an ad-hoc basis throughout the Contract period for the fixed hourly rates proposed in Schedule 2. These elements may not necessarily be required on a regular basis.

## **3.5 Purpose**

- 3.5.1 To provide Cleaning Services for both Marlborough House and Quadrant House as per Annex 1 and 2 to the highest standard taking into consideration:
  - 3.5.1.1 Provision of a Contract Manager/Site Supervisor to manage the cleaning and janitorial services to meet the agreed standards.
  - 3.5.1.2 Provision of adequate and qualified Supervisory staff to supervise the cleaning and janitorial staff to ensure the highest standards are maintained.
  - 3.5.1.3 Provision of an agreed number of staff to provide cleaning and janitorial services to the highest standards.
  - 3.5.1.4 Provision of periodic services undertaken to agreed areas and at the agreed frequency.
  - 3.5.1.5 Provision of all consumables and cleaning materials required to carry out the tasks specified in Section 3 and the corresponding annexes. Annex 4 contains a list of consumables currently used at the Secretariat.

- 3.5.1.6 Provision of all equipment required to enable performance of the services to the agreed specifications.
- 3.5.1.7 Off site management support including the provision of agreed management information, attending regular meetings at intervals to be agreed and monitoring objectives/targets throughout the duration of the contract.

## 3.6 Operating Rules

- 3.6.1 The following organisation rules will apply to the cleaning and janitorial services carried out at the Secretariat.
  - 3.6.1.1 Cleaning and janitorial services are to be provided Monday to Friday excluding Public Holidays and Secretariat Holidays.
  - 3.6.1.2 The main internal clean of the internal office areas is to be undertaken between the hours of 6am and 8am, subject to operational considerations. Given the nature of the Secretariat buildings, the contractor and their staff will exercise the highest care and diligence in carrying out their duties.
  - 3.6.1.3 Janitorial services (as specified) are to be conducted for the agreed hours and be completed by 3pm, subject to operational considerations.
  - 3.6.1.4 Periodic internal and external cleaning tasks (excluding exterior window cleaning) are to be undertaken weekly/monthly/quarterly/annually to agreed areas and at agreed times.
  - 3.6.1.5 Exterior window cleaning is to be undertaken at agreed intervals using the agreed method.
  - 3.6.1.6 All of the services to be provided will be supervised at all times by appropriate and qualified staff.
  - 3.6.1.7 Staff will wear the correct and appropriate uniform for the tasks they are undertaking and this will be agreed between the contractor and the Secretariat.
  - 3.6.1.8 The uniform worn, will be clean and smart at all times.
  - 3.6.1.9 Staffing levels to carry out the tasks at the agreed times and to the agreed standard will be managed by the contractor.
  - 3.6.1.10 The contractor will provide a list of the machinery and equipment, with energy performance details, to be used on site (Schedule 1 c Question 4).
  - 3.6.1.11 The contractor will provide a list of environmentally friendly consumables which cause no adverse health effect if used safely.
  - 3.6.1.12 All works undertaken are to be carried out safely and to comply with all relevant health and safety practices.
  - 3.6.1.13 All contractor staff on the site are to be fully inducted and trained in their duties before they commence work.
  - 3.6.1.14 All contractor staff will adhere to Secretariat code of conduct at all times.

### **3.7 Transfer of Undertakings Protection of Employment (TUPE)**

- 3.7.1 The Secretariat takes the view that TUPE regulations may apply to this contract.
- 3.7.2 Bidders are advised to form their own view on whether TUPE applies, obtaining their own legal advice as necessary.
- 3.7.3 By responding to this Request for Proposal, the contractor indemnifies the Secretariat against all possible claims under TUPE.

### **3.8 Commonwealth Secretariat Obligations**

- 3.8.1 The Secretariat will undertake the following:
  - 3.8.1.1 Provide limited storage, lighting, cooling, heating, water and power.
  - 3.8.1.2 Security checks of staff (prior to commencement)
  - 3.8.1.3 To issue the contractor staff with ID/Entry passes.

### **3.9 Contractor Obligations**

- 3.9.1 The contractor is responsible for providing cleaning services in Commonwealth Secretariat Marlborough House and Quadrant House to maintain a high standard of appearance, cleanliness and diligence as specified within this Request for Proposal.
- 3.9.2 These services are to be provided Monday-Friday, excluding Public Holidays.
- 3.9.3 Periodic internal and external cleaning tasks as set out in Annexes 5, 6 and 7.

### **3.10 On Site Resource Minimum Standards**

- 3.10.1 The contractor and the Secretariat will agree an appropriate staffing and supervisory resource for the size and service levels applicable.
- 3.10.2 The contractor must give Secretariat a minimum four-week notice period of their intention to remove the Contract Manager/Site Supervisor from the contract if required.
- 3.10.3 The contractor will be responsible for the effective management and supervision of their employees.
- 3.10.4 The contractor will propose a Service Level Agreement for the Services (Schedule 1 c Question 1) (SLA), which will include off site management support. The Secretariat will conduct regular contract management meetings using a KPI Scorecard to be shared.
- 3.10.5 The Secretariat reserves the right (at their sole discretion) to request the removal of any member of the contractor's staff in the event of consistent poor performance, breaches of site code of conduct and procedures, poor housekeeping, poor business conduct, noncompliance with specification or general unsuitability for the role. In the event that a member of staff is requested to be removed from the site, the contractor will appoint another member of staff without delay.
- 3.10.6 The contractor will ensure that all personnel on site receive induction training as agreed with the Secretariat. The minimum training requirement is the standards expected to



perform a particular task. This will include; assessment and induction procedures, site specific procedures, safety induction including safe use of equipment and materials.

3.10.7 The contractor is responsible for the on-going training and development of staff and is required to keep a record of all training on site.

3.10.8 The contractor is responsible for ensuring that in the event of sickness or absence, appropriate cover is provided from either within the team or from a pool of staff with the same skills as permanent staff.

### **3.11 Off Site Resources**

3.11.1 The Contract Managers of the contract are responsible for the pro-active management of the contract. This will include providing new ideas and innovations to the Secretariat to constantly enhance, improve services and reduce costs.

3.11.2 A number of objectives will be discussed and mutually agreed at the start of the contract in order to measure success. The proposed SLA will form an integral part of the contract.

3.11.3 The contractor is required to provide support and advice to the Secretariat as requested on any matters which affect the smooth implementation of the Services.

3.11.4 The contractor is required to provide management information to the Secretariat in a well-presented manner. The exact format and content of the information will be discussed and agreed prior to commencement of the contract.

3.11.5 The contractor will be required to meet the Contract Manager of the Secretariat on a regular basis to discuss issues and performance. A programme of review meetings will be discussed and agreed prior to contract commencement.

### **3.12 Machinery and Equipment**

3.12.1 Machinery and equipment provided by the Contractor must be able to maintain surfaces to manufacturer's recommendations and be PAT (Portable Appliance Testing) tested on an annual basis at the Contractors cost and the reports provided to the Secretariat. Energy consumption information of this equipment will be provided as part of bidders response to Question 4 in Schedule 1 Part C.

3.12.2 Machinery and equipment should be safe and adequate training must be carried out to ensure that staff use equipment safely and effectively. Bidders should provide evidence of this in their response to Question 3 in Schedule 1 Part C.

### **3.13 Contract Period**

3.13.1 The Contract will run from 1 July 2016 to 30 June 2019, with a possibility of an extension for 2 years. The contract extension is subject to satisfactory service delivery and performance.

### **3.14 Sub-Contractor/s**

3.14.1 In the event of the bidder drawing on sub-contractor/s for any part of their response to this RFP, the bidder must provide full details of sub-contractor/s by completing the Basic Contractor Information form at Schedule 1a. One form is to be used for each sub-contractor.

## Section 4

### 4 Document Submission Checklist

Section	Submitted
Technical response in prescribed format	
Financial response in prescribed format	
Signed Code of Ethics	

**Please note:** Bidders should pay particular attention to clauses 2.2.1 and 2.2.2 above, which set out how technical and financial proposals should be submitted.

# Quadrant House Cleaning Specification

## GROUND FLOOR

### 1. Pall Mall Entrance

- Wipe down main entrance door and side grill
- Mop entrance stone flooring
- Wipe clean front metal *vents*

### 2. Reception

- Dust and polish reception desk, shelves, cupboard, worktops and sofas
- Dust skirting
- Feather dust all wall hangings
- Mop floor and clean as appropriate
- Remove finger prints from glazed doors
- Dust skirting

### 3. Lifts

- Vacuum Carpeted area
- Clean and polish stainless steel surfaces
- Clean mirrors and door runners

### 4. Stairs Leading to Basement

- Vacuum stairs systematically from top to bottom
- Remove any sticky residue from carpet
- Dust and polish balustrades
- Dust Skirting

## BASEMENT

### 1. Printing Room

- Pick up litter
- Vacuum area
- Mop vinyl floor and machine spray and buff
- Vacuum all chairs
- Dust, damp wipe and polish surfaces
- Empty waste bins
- Clean and polish doors and vision panel

### 2. Offices

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desk

- Vacuum all carpeted areas
- Dust, damp wipe and polish desk
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Clean and polish all doors
- Dust all wall accessories
- Wipe down doors
- Clean all vision panels

### **3. Carpeted Corridor**

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum floor

### **4. Wooden Dance Floor**

- Pick up litter and vacuum floor
- Remove any sticky residue from floor
- Dust skirting
- Dry mop floor

### **5. All Toilets**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes
- Mop floor to shine

### **6. Carpeted Area**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish tables
- Vacuum chairs
- Empty waste bins
- Dust all wall accessories

### **7. Kitchen & Bar**

- Empty waste bins
- Clean microwave inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback

- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine

## **FIRST FLOOR**

### **1. Staircase from Ground floor**

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

### **2. Carpeted Passage Way**

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners

### **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and Polish door base
- Dust all wall accessories
- Clean all vision panels
- Vacuum all carpets

### **4. Glazed Offices**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinet

### **5. Male Toilet**

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor

- Replace washroom consumables (i.e. soaps, toilet tissues and hand towels)
- Shine metal finishes

## **6. Female Toilet**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary)
- Shine metal finishes

## **7. Kitchen**

- Empty waste bins
- Clean microwave inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

# **SECOND FLOOR**

## **1. Carpeted Passage Way**

- Pick up litter and remove any sticky residue from floor
- Dust Skirting
- Vacuum Carpets
- Clean Fire Extinguishers
- Clean lifts doors and runners

## **2. Staircase from First Floor**

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

## **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base

- Dust all wall accessories
- Clean all vision panels
- Vacuum all carpets

#### **4. Glazed Offices**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinet

#### **5. Male Toilet**

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues and hand towels)
- Shine metal finishes

#### **6. Female Toilet**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary)
- Shine metal finishes

#### **7. Kitchen**

- Empty waste bins
- Clean microwave inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

#### **8. Meeting Rooms**

- Pick up litter and remove any sticky residue from floor

- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet

## **THIRD FLOOR**

### **1. Carpeted Passage Way**

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners

### **2. Staircase from Second floor**

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

### **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Clean all vision panels
- Vacuum all carpets

### **4. Glazed Offices**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinet

### **5. Male Toilet**

- Wash and sanitise all washroom units and sinks



- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues and hand towels)
- Shine metal finishes

## **6. Female Toilet**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary)
- Shine metal finishes

## **7. Kitchen**

- Empty waste bins
- Clean microwave inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

## **8. Meeting Rooms**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet

# **FOURTH FLOOR**

## **1. Carpeted Passage Way**

- Pick up litter carpets and remove any sticky residue from floor
- Dust Skirting
- Vacuum Carpets
- Clean Fire Extinguishers
- Clean lifts doors and runners

## **2. Staircase from Third floor**

- Vacuum Carpeted areas
- Dust skirting
- Damp clean rubber step nosing

## **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Clean all vision panels
- Vacuum all carpets

## **4. Glazed Offices**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinet

## **5. Male Toilet**

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues and hand towels)
- Shine metal finishes

## **6. Female Toilet**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary)
- Shine metal finishes

## **7. Kitchen**

- Empty waste bins

- Clean microwave inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

## **8. Meeting Room**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and Polish door base
- Dust wall accessories
- Vacuum carpet

## **FIFTH FLOOR**

### **1. Staircase from Fourth floor**

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

### **2. Carpeted Passage Way**

- Pick up litter carpets and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners

### **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Clean all vision panels
- Vacuum all carpets

## **4. Male Toilet**

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues and hand towels)
- Shine metal finishes

## **5. Female Toilet**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary)
- Shine metal finishes

## **6. Kitchen**

- Empty waste bins
- Clean microwave inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

## **7. Meeting Room**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet

## **SIXTH FLOOR**

### **1. Carpeted Passage Way**

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers

## **2. Staircase from 5th floor**

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

## **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desk
- Vacuum chairs
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum carpets
- Clean interior stairs to lower floor

## **ADDITIONAL DAILY TASKS**

- All wooden floor to be buffed to shine using buffing machine and gloss restorer
- Vinyl floors to be scrubbed (per rota)
- Spray buff and gloss up stone reception floor
- Move all collected rubbish to Marlborough House collection point

## **WEEKLY TASKS**

- Empty 13 Feminine Hygiene bins.

## **MONTHLY TASKS**

- Machine scrub all altro and tiled flooring
- Thoroughly deep clean main kitchen and tea points, including fridges and microwave ovens
- Vacuum clean all soft furniture

## **QUARTERLY TASKS**

- Carry out high level dusting to a height of 8 feet
- Thoroughly wash down all tiles, cubicle doors, panel and tiled walls to toilets
- Dust all window troughs and venetian blinds

# MARLBOROUGH HOUSE Cleaning Specification

## EAST WING: GROUND FLOOR

### 1. Reception Area

- Vacuum and dry mop vinyl floor.
- Dust and polish reception desk, chairs and table.
- Dust skirting
- Pass a flicker over all hangings on the wall
- Empty litter bin.

### 2. Meeting Room

- Vacuum carpeted area
- Clean and polish meeting table
- Dust skirting
- Empty litter bins
- Vacuum chairs

### 3. Stairs Leading to Basement

- Vacuum staircase
- Remove any sticky residue from carpet
- Dust skirting

### 4. Lift Lobby

- Vacuum and dry mop vinyl floor
- Clean and polish stainless steel surfaces.
- Clean mirrors and door runners

### 5. Male, Female & Disabled Toilet

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes

### 6. Open Plan Offices

- Remove any sticky residue from floor
- Vacuum all carpeted areas and chairs
- Dust, damp wipe and polish desk
- Empty waste bins

- Clean Window Sills
- Clean all doors
- Dust all wall accessories

## 7. Glazed Office & Spiral Staircase

- Remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bin
- Spot clean glass partition
- Wipe finger marks from door
- Dust wall accessories
- Vacuum carpet
- Dust cabinet
- Vacuum staircase
- Polish chrome staircase post
- Clean staircase glass

## 8. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean Worktops
- Clean cooler water machine
- Clean fridge

## 9. Post Room

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desk surfaces and round table
- Vacuum chairs
- Empty waste bins
- Clean Window Sills
- Clean all doors
- Dust all wall accessories
- Wipe down doors and walls where necessary

## 10. Atrium

- Vacuum and dry mop wooden floor.
- Dust and damp clean surfaces and window sills.
- Dust skirting
- Feather dust all wall hangings

- Empty waste bin
- Clean doors leading to kitchen and staircase

## **EAST WING: BASEMENT**

### **1. Carpeted Corridor**

- Pick up litter and remove any sticky residue from floor
- Dust Skirting
- Vacuum Carpet

## **EAST WING: FIRST FLOOR**

### **1. Carpeted Corridors**

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners

### **2. Staircases Leading to Second floor**

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

### **3. Open Plan Office**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs and settees
- Empty waste bins
- Clean Window Sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum all carpets
- Dust cabinets

### **4. Offices**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinets



## 5. Male & Female Toilet

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Vacuum, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes

## 6. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

## **EAST WING: SECOND FLOOR**

### 1. Carpeted Corridors

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners

### 2. Staircases Leading to Third floor

- Vacuum carpeted areas
- Dust skirting
- Damp clean rubber step nosing

### 3. Open Plan Office

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum all carpets

- Dust cabinets

#### 4. Offices

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinets

#### 5. Male & Female Toilet

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Vacuum, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes

#### 6. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktop
- Clean cooler water machine
- Clean fridge

### **EAST WING: THIRD FLOOR**

#### 1. Carpeted Corridors

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners

#### 2. Open Plan Office

- Pick up litter and remove any sticky residue from floor

- Dust, damp wipe and polish desks
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum all carpets
- Dust cabinets

### 3. Offices

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Spot clean glass partition
- Wipe finger marks and polish door base
- Dust wall accessories
- Vacuum carpet
- Dust cabinets and lamps

### 4. Male & Female Toilet

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Vacuum, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes

### 5. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktop
- Clean cooler water machine
- Clean fridge

## **CENTRE BLOCK: GROUND FLOOR**

### 1. Entrance Vestibule (Foyer)

- Vacuum carpets and damp mop marble floor

- Dust and polish reception desk
- Dust skirting
- Feather dust all wall hangings
- Empty litter bin

## 2. Carpeted Corridors

- Vacuum carpets and damp mop marble floor on the sides.
- Dust skirting

## 3. Marble Corridors

- Vacuum with the brush on and damp mop
- Dust skirting

## 4. Blenheim Saloon

- Dust sweeping with dust control sweeper
- Thorough damp mop and spray machine buff marble floor
- Dust skirting
- Gentle dust all surfaces
- Clean marks and fingerprints off doors

## 5. Main Conference Room

- Vacuum carpets
- Damp clean meeting table
- Dust skirting
- Gentle dust all surfaces
- Clean marks and fingerprints off doors

## 6. Delegates Lounge

- Vacuum carpets
- Damp clean meeting tables
- Dust skirting
- Gentle dust all surfaces
- Clean marks and fingerprints off doors

## 7. The Green, Wren & Small Conference Rooms

- Vacuum carpets
- Damp clean meeting tables
- Dust skirting
- Gentle dust all surfaces
- Clean marks and fingerprints off doors
- Clean and damp mop wooden floor

## 8. Ramillies and Malpaquet staircases leading to first floor

- Vacuum carpets
- Damp clean hard surface beside carpet on the steps
- Dust skirting
- Clean balustrades, handrails and sills
- Clean marks and fingerprints off doors

## 9. Staircases leading to Basement (2)

- Vacuum carpets
- Dust skirting
- Clean handrails and sills

## 10. Offices (2)

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs and carpets
- Empty waste bins
- Clean window sills
- Wipe finger marks off door
- Dust all wall accessories
- Dust cabinets and lamps

## 11. Male & Female Toilets (3)

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Vacuum, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues and sanitary wares)
- Shine metal finishes

# CENTRE BLOCK: BASEMENT

## 1. Main Kitchen

- Empty waste bins
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Clean worktop
- Clean window sills

## 2. Library

- Remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Empty waste bins
- Vacuum chairs and carpets

- Vacuum between mobile shelves

### 3. Carpeted Corridors

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpet

### 4. All Toilets

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes

### 5. Showers

- Wash and sanitise the base, taps head showers and sinks
- Mop floor
- Clean glass door
- Leave the shower running for 5 minutes to avoid the shower head getting bacteria.

### 6. Cloak Rooms

- Damp mop stone floor
- Clean wall fitting
- Tidy the place

### 7. IT Department

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Clean doors and tables
- Dust wall accessories
- Clean kitchen
- Clean small toilet
- Dust skirting

### 8. Studio

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desk
- Vacuum chair

- Empty waste bins
- Clean all doors
- Dust all wall accessories

## **CENTRE BLOCK: FIRST FLOOR**

### **1. Carpeted Corridors and Gallery**

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners
- Clean marks and finger prints off doors

### **2. Staircases Leading to Second floor**

- Vacuum carpeted areas
- Dust skirting
- Clean balustrades, handrails and sills
- Clean marks and finger prints off doors

### **3. Offices**

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum all carpets
- Dust cabinets and lamps

### **4. Male & Female Toilets**

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary wares)
- Shine metal finishes

### **5. Secretary General Office Shower**

- Wash and sanitise the base, taps head showers and sinks
- Mop floor
- Clean glass door
- Leave the shower running for 5 minutes to avoid the shower head getting bacteria.

## 6. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktop
- Clean cooler water machine
- Clean fridge

## **CENTRE BLOCK: SECOND FLOOR**

### 1. Carpeted Corridors

- Pick up litter and remove any sticky residue from floor
- Dust Skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lifts doors and runners
- Clean marks and finger prints off doors

### 2. Staircases Leading to Third floor

- Vacuum carpeted areas
- Dust skirting
- Clean balustrades, handrails and sills
- Clean marks and finger prints off doors

### 3. Offices

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum all carpets
- Dust cabinets and lamps

### 4. Male & Female Toilet

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues, hand towels and sanitary)



- Shine metal finishes

## 5. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktop
- Clean cooler water machine
- Clean fridge

## **CENTRE BLOCK: THIRD FLOOR**

### 1. Carpeted Corridors

- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Vacuum carpets
- Clean fire extinguishers
- Clean lift door and runners
- Clean marks and finger prints off doors

### 2. Vinyl Floor Passage

- Vacuum whole area
- Damp mop floor
- Clean marks and finger prints off doors

### 3. Offices

- Pick up litter and remove any sticky residue from floor
- Dust, damp wipe and polish desks
- Vacuum chairs and settees
- Empty waste bins
- Clean window sills
- Wipe finger marks and polish door base
- Dust all wall accessories
- Vacuum all carpets
- Dust cabinets and lamps

### 4. Male & Female Toilets (4)

- Wash and sanitise all washroom vanity units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor

- Replace washroom consumables (i.e. soaps, toilet tissues, and sanitary wares)
- Shine metal finishes

## 5. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktop
- Clean cooler water machine
- Clean fridge

## **WEST WING: GROUND FLOOR**

### 1. Entrance and Corridor

- Vacuum carpeted area, removing any sticky residue
- Dust skirting
- Empty litter bin

### 2. Staircases (2)

- Vacuum staircase
- Remove any sticky residue from carpet
- Dust skirting
- Damp clean rubber step nosing

### 3. Sick Room

- Vacuum Carpet
- Wash and sanitise units & sink
- Wash down mirrors, dry and shine
- Shine metal finishes

### 4. Toilet

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues)
- Shine metal finishes

### 5. Offices

- Remove any sticky residue from floor

- Vacuum all carpeted areas
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Clean window sills
- Clean all doors
- Dust all wall accessories

## 6. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

## 7. Lift

- Vacuum and remove any sticky residue from carpet
- Clean and polish wooden panels
- Clean mirrors and door runners

## **WEST WING: FIRST FLOOR**

### 1. Staircases (2)

- Vacuum staircase
- Remove any sticky residue from carpet
- Dust skirting
- Damp clean rubber step nosing

### 2. Corridor

- Vacuum carpet
- Pick up litter and remove any sticky residue from floor
- Dust skirting
- Clean fire extinguishers
- Clean marks and finger prints off doors

### 3. Female Toilet

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor

- Replace washroom consumables (i.e. soaps, toilet tissues)
- Shine metal finishes

#### 4. Offices

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Clean window sills
- Clean all doors
- Dust all wall accessories

#### 5. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

### **WEST WING: SECOND FLOOR**

#### 1. Staircases (2)

- Vacuum staircase
- Remove any sticky residue from carpet
- Dust skirting
- Damp clean rubber step nosing

#### 2. Corridor

- Vacuum and remove any sticky residue from carpet
- Dust skirting

#### 3. Toilets (2)

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables (i.e. soaps, toilet tissues)
- Shine metal finishes

#### 4. Offices

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Clean window sills
- Clean all doors
- Dust all wall accessories

#### 5. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

### **WEST WING: THIRD FLOOR**

#### 1. Staircases (2)

- Vacuum staircase
- Remove any sticky residue from carpet
- Dust skirting
- Damp clean rubber step nosing
- Clean glass

#### 2. Corridor

- Vacuum carpeted area and remove any sticky residue

#### 3. Toilets and Shower

- Wash and sanitise all washroom units and sinks
- Wash down mirrors, dry and shine
- Disinfect and clean all chinaware
- Sweep, mop and sanitise floor
- Replace washroom consumables i.e. soaps, toilet tissues
- Shine metal finishes
- Wash and sanitise the base, taps head showers and sinks
- Clean glass door
- Leave the shower running for 5 minutes to avoid the shower head getting bacteria.

#### 4. Offices

- Remove any sticky residue from floor
- Vacuum all carpeted areas
- Dust, damp wipe and polish desks
- Vacuum chairs
- Empty waste bins
- Clean window sills
- Clean all doors
- Dust all wall accessories

#### 5. Kitchen

- Empty waste bins
- Clean microwave oven inside and out
- Mop floor
- Clean doors
- Replace kitchen consumables
- Clean sink and splashback
- Remove water marks and shine taps
- Vacuum all gaps
- Clean worktops
- Clean cooler water machine
- Clean fridge

### WEEKLY TASKS

- Empty 23 Feminine Hygiene bins

### MONTHLY TASKS

- All wooden floors to be buffed to shine using buffing machine and gloss restorer
- Vacuum all net curtains resting boxes.
- Machine scrub all altro and tiled flooring
- Thoroughly deep clean main kitchen, tea points, fridges and microwave ovens
- Vacuum clean all soft furniture

### QUARTERLY TASKS

- Carry out high level dusting to a height of 8 feet
- Thoroughly wash down all tiles, cubicle doors, panel and tiled walls to toilets
- Dust all window troughs and venetian blinds

### ANNUAL

- Conservation Cleaning - see Annex 7

## Daily Janitor Duties

- Daily replenishment of toilet paper, hand soap in the toilets of Quadrant House and Marlborough House. Replenish as when needed the air fresheners in the toilets, batteries and also hand towels where needed.
- Daily replenish mini centre-feed paper roll in MH & QH kitchens, as well as the washing up liquid and sponges.
- Twice a week collection of paper and cardboard recycling in Quadrant House. White and blue bags along with cardboard to be appropriately left at the allocated gathering site.
- Being available and reachable at any time for any emergency call out from either MH & QH through the Helpdesk.
- Cleaning brass door knobs and plates
- Replenishment of disposable water cups for water dispensing machines in MH & QH.
- Emptying bins and ashtrays in the courtyard & garden outside Marlborough House (4).
- Cleaning up and clearing of smoking areas in the courtyard & garden of Quadrant House
- Collecting recycled items in Marlborough House: cans, plastics etc.
- Doing a second round to the toilets at both, MH & QH before leaving at 3 pm to make sure that there is enough toilet paper and the toilets are presentable. This can be done between 1:30pm and 2:30pm.
- Any other task assigned by Facilities Management Section to be carried out within working hours.

## Consumables and Cleaning Materials

The lists below provide an indication of the consumables and cleaning materials currently in use at the Secretariat.

<b>Consumables:</b>	<b>Unit of Issue (UOI)</b>
Black plastic bags:	Per Case of 200
Bin liners - white:	Per Box of 1000
Compactor sacks - black:	Per Case of 150
Toilet paper - standard 320:	Per Case of 36 Rolls
Paper towels - large centre feed:	Per Case of 6 Rolls
Paper towels - mini centre feed:	Per Case of 12 Rolls
Paper towels - green C fold:	Per Case of 2400 Towels
Hand soap - anti bacterial:	Per 5 Ltr
Neutraille aerosols (Air Freshener):	Per Case of 12 Cans
Batteries (Panasonic):	Per Case of 12
Sponges (Foamed Green Scourer):	Per Case of 24
Washing up liquid:	Per Case of 12 Ltr
Fairy Dishwasher platinum pouches	Bag of 30
Finnish Salt	Per 2 Kg

<b>Cleaning Materials:</b>	<b>Unit of Issue (UOI)</b>
Johnson Carefree Maintainer 2 X 5 Lt	Per box of 2 X 5 Lt
Johnson Carefree Stripper 2 X 5 Lt	Per box of 2 X 5 Lt
Pledge Clean & Dust 12x400 ml	Per case of 12x400 ml
Johnson Eternum 2 X 5 Lt	Per box of 2 X 5 Lt
Cream cleaner 12 X 500 mls	Per case of 12 X 500 mls
Windows & Glass Cleaner X 6	Per case of 6 x 750 ml
JMS cleaner degreaser 5 Lts	5 Lts
JMS Neutral Clean 5 Lts	5 Lts
Selden Strongarm Heavy duty cleaner X 5 Lt	5 Lt
Professional thin bleach	Box of 4 X 5 Lts
Pine Gel x 5 Lt Floor cleaner	5 Lt
Acid toilet Seldon React X 12	Per box of 12 x 1 lt
Spray & Wipe X 6	Per case of 6 x 750 ml
Spray & Wipe X 12 with Bleach	Per case of 12 X 750 ml
Brasso tin	150 ml tin
Vitopan stainless steel cleaner X 12	Per case of 12 x 275 ml
JMS 15" Red Floor Pads	Per case of 5
JMS 17 Inch Black pad X 5	Per case of 5
Numatic Henry bag 1C pack 10	Per pack 10
Duster 20" X 20" Pack 10	Per pack 10
24" Feather Flick	Unit
Stockinette Cloth Pack 10 (Green)	Per pack 10 (Green)
Stockinette Cloth Pack 10 (Red)	Per Pack 10 (Red)



Green Scourer 9" X 6" pack 10	Per pack 10
Latex glove Powder Free - Medium x 100	Per box of 100
Rubber Glove Yellow Medium pack 10	Per pack 10
8" Open Dust pan & brush - Blue	Unit
Broom Handle	Unit
No. 14 twine socket mop X 10	Per pack X 10
16 Oz Kentucky Mop	Unit
Wet Floor folding plastic sign	Unit
Lucy Mop Bucket	Unit

## Associated Services

### Marlborough (MH) and Quadrant House (QH)

1. Window Cleaning
2. Hot Water Extraction Carpet Shampooing (MH & QH)
3. Feminine Hygiene Bins(MH & QH)
4. Cleaning and Sanitising of Telephones(MH & QH)
5. Leather Chairs - Clean/Feed (Marlborough House only)

#### 1. Window Cleaning

##### Weekly (Marlborough House):

- a) Clean glass banister on the staircase, East and West wings.

##### Weekly (Quadrant House):

- b) Clean glass and window frames on the ground floor
- c) Clean glass banister on the staircase

##### Monthly (MH & QH):

- d) Clean all external windows both sides.
- e) Clean outside of all window frames.
- f) Clean all window sills.
- g) Clean all internal glass partitions both sides.
- h) Clean all door vision panels both sides.

#### 2. Hot Water Extraction Carpet Shampooing (MH & QH):

To supply all necessary fully trained operatives, supervision, machinery and cleaning materials to thoroughly shampoo all safely accessible areas of carpet, following recommended techniques as follows:

All office areas, conference rooms and meeting rooms twice per year, and

All common areas, staircases and landings etc (four times per year).

#### 3. Feminine Hygiene Bins (MH & QH)

To supply a service for feminine hygiene bins being changed on a weekly basis for 23 Feminine Hygiene bins at Marlborough House and 13 at Quadrant House.

#### 4. Cleaning and Sanitising of Telephones (MH & QH)

To supply all necessary supervision, labour and materials to carry out a cleaning and sanitising programme to approximately 350 telephones situated in both, Marlborough and Quadrant House on a monthly basis.

#### 5. Leather Chairs - Clean/Feed (Marlborough House only)

To provide all necessary supervision, labour and chemicals to thoroughly clean and feed 140 leather chairs annually.

# Marlborough House and Quadrant House

## ICT Cleaning Specification

### Summary

- Onsite thorough cleaning of 300 computer and associated units.
- This will be done twice a year commencing on the 1st December each year.
- Exact dates for the job to be carried out shall be set by the Secretariat.
- To provide a one-off demonstrate of the method and materials that will be used to provide this service.

### Method

- To safely and professionally clean all switched off computer units making sure that no piece of equipment is damaged during the process.
- To use safe cleaning materials and tools causing no harm to the operatives nor to the computer units being cleaned.

### Review Mechanism

- On a bi-annual basis, both parties shall jointly review this agreement and the service provided until it lapses or is terminated.

## Marlborough House Conservation Cleaning

### Specification

Marlborough House requires annual conservation cleaning services to its fine areas and rooms which includes:

- The Entrance Hall and Grand Corridor
- The East and West Ante Rooms
- The Blenheim saloon
- The Malplaquet (or Visitors') Staircase
- The Wren Room
- The Delegates Lounge
- The Main Conference Room
- The Green Room
- The Ramillies Staircase (Royal Stairs)
- The Small Conference Room