



SPECIFICATION OF CLEANING SERVICES

(Required for Schools, Education Offices and Worksites)

Table of Contents

INTRODUCTION	2
1. Section 1 – DEFINITION OF CLEAN	4
2. Section 2 – GENERAL	6
2.1 GENERAL SCHOOL AREAS	6
2.2 GENERAL SCHOOL AREAS - ONGOING CLEANING STANDARDS	7
3. Section 3 – SPECIALISED	13
3.1 SPECIALISED SCHOOL AREAS	13
3.2 SPECIALISED SCHOOL AREAS - ONGOING CLEANING STANDARDS	14
4. Section 4 – VACATION / PERIODIC	17
4.1 VACATION / PERIODIC CLEANING DUTIES	17

INTRODUCTION

This **Specification of Cleaning Services** outlines the basis for responding to the tender and details the cleaning requirement during the Contract Period and lists a series of desired cleaning outcomes.

It is not proposed to specify how or at what frequencies cleaning services are delivered or performed (except for vacation/periodic services). Tenderers are free to determine how these cleaning outcomes are to be achieved using their own discretion, but at all times having regard to the maintenance and quality of all school property.

1 Ongoing Cleaning Services

For schools, the cleaning services for the nominated area(s) will be required for 205 days each calendar year. This incorporates cleaning on student free days, school closure days, strike days etc. Additional cleaning hours each calendar year may also be required. It is at the discretion of the Site Manager/Principal as to how these hours are to be utilised.

Where a Department for Education (the department) regional administration worksite (office) requires cleaning, then servicing of these facilities may be required over 260 days per year.

Schools consist of a wide variety of rooms. See the following sections for lists examples of the various types of rooms:

Section 2 - General incorporates areas, which are common to the majority of schools.

Section 3 - Specialised incorporates those areas, which will not generally be found in most schools and/or are areas, which require special comment. Additional requirements are listed for each of the specialist areas.

Sections S.1, S.2 and S.3 provide details of the standards / criteria expected for both of these types of areas on an ongoing basis.

Sections S.2 and S.3 provide details of areas contractors are to inspect and clean when a deficiency is revealed, and in addition provides a definition of what an unacceptable clean means under the following headings:

- Light Deficiency
- Medium Deficiency
- Heavy Deficiency

It is expected that the Contractor will build in quality control strategies to ensure that cleaning maintenance will be conducted in such a way as to prevent these deficiencies (except where Light Deficiency is specified as being acceptable). Tenderers are asked to indicate how this quality control function is to be maintained.

PLEASE NOTE: It is stressed that under no circumstances will the department accept a MEDIUM to HEAVY deficiency in the ongoing and vacation/periodic cleaning services. A history of regular deficiencies can be a basis for non-compliance with the contract.

2 Vacation/Periodic Cleaning Services

It is required that some services (e.g. floor cleans, window cleaning etc.) will be performed when requested by the school, normally during vacation periods. These are described as Vacation/Periodic Cleaning Requirements (refer to Section S.4). These services may be required to be performed between one and four occasions each year, dependent on the necessity of such services.

Please Note: The **definition of clean** as detailed in Section S.1 is to be applied to general school areas (refer to section S.2) and specialised school areas (refer to section S.3)

3 Initial Clean

It may be a requirement under this contract that a full or partial Initial Clean of the nominated areas at the site is conducted within the first six (6) weeks of the contract. This time-frame may be negotiable depending on the proximity of the next vacation period.

The duties that are to be performed in the Initial Clean are all of the vacation/periodic cleaning requirements detailed in Section S.4 "Vacation/Periodic Cleaning Duties", unless otherwise stated in Scope of Services.

This will then allow the Contractor to maintain the cleanliness of the school to the standard required throughout the term of the contract.

4 Inspection of ALL Cleaning Services Performed During the Period of this Contract

It is a requirement of this contract that during the term of this contract, inspections of the cleaning services performed by the Contractor must adhere to the Definition of Clean detailed in **Section S.1** which is read in conjunction with **Sections S.2, S.3 and S.4**.

These inspections are mandatory and will occur on a monthly basis and an appointment must be made by the Contractor with the Site Manager/Principal. A copy of the inspection report signed by the Company Supervisor and the Site Manager/Principal is to be forwarded to the site within 14 days of the inspection.

5 After Hours Emergencies

The Contractor will have use of after-hours communication devices (i.e. telephone) for the sole purpose of reporting any emergency.

The Site Manager/Principal will provide the Contractor with a copy of the school emergency evacuation plan.

1. Section 1 – DEFINITION OF CLEAN

GENERAL

For the purposes of definition, absence of visible soil shall be as follows and applicable to a height of 2 metres for Ongoing Cleaning Services only:

- a) Absence of dust and soil on horizontal and vertical surfaces of floors, walls, ledges, furniture and equipment, and moveable partitions.
- b) Absence of soil, litter, dust and spots from all carpets, carpet squares, mats, choir mats and mat wells. (Pre-existing spots difficult to remove are excluded).
- c) Absence of dust, lint, and litter on upholstered furniture.
- d) Absence of soil and dust on window blinds, shades, venetian blinds (**Light Deficiency Acceptable*).
- e) Absence of soil and dust on sills, frames and ledges (**Light Deficiency Acceptable*).
- f) Absence of litter and rubbish on floor and horizontal surfaces of equipment and furniture.
- g) All rubbish containers, waste baskets and trash containers inside the premises and immediately adjacent to the building and walkways shall show an absence of dirt, dust, litter, etc., both inside and outside the containers (excludes Commercial Waste Containers).
- h) Absence of rubbish in the building.
- i) Absence of soil and litter in/on foyers, entrances, stairways, stairwells and walkways etc.
- j) There shall be an absence of water, water marks, streaks and spots after cleaning.
- k) Absence of streaks, spots and stains from all brightwork. All brightwork will be polished dry to a high sheen.
- l) Absence of marks, spots, stains and streaks on interior and exterior entrance doors and lobby glass and all interior glass other than the inside of exterior window glass surfaces.
- m) Absence of marks, spots, soil build-up and encrustations on furniture and equipment surfaces and legs.
- n) Absence of graffiti (where minor instances occur and the graffiti is easily removable), finger marks, spots, scuff marks and soil build-up on walls, partitions, doors, dividers and kickboards etc. (**Light Deficiency Acceptable*).
- o) Absence of streaks, spots, stains, encrustations, dirt, dust, black marks, scuff marks from all resilient floors (**Light Deficiency Acceptable*).
- p) Absence of soil, cobwebs, dust, stains and encrustations from all exhaust fans and air-conditioning vents, air-conditioning filters (excluding filters in roof-top conditioners), all ceiling surfaces/panels of all types, cornices and all surfaces above 2 metres (**Light Deficiency Acceptable*).
- q) Absence of encrustation soil and polish/wax build-up on floors, in corners, along edges and baseboards, locker units, around door jambs and around furniture and equipment legs or bases.
- r) Absence of soil and stains on toilet room fixtures, drains, traps, faucets, soap and paper dispensers, stalls, mirrors, ledges, sinks, drainboards and drinking fountains and troughs (both inside the premises and immediately adjacent to the building), hand dryers and cisterns.

- s) Ensure that the toilet and change room facilities are serviced with toilet rolls, hand towels and soap. (School or office to supply these items).

*** A *Light Deficiency* in cleaning is acceptable in these areas - Please refer the Ongoing Cleaning Standards in Section S.2**

2. Section 2 – GENERAL

2.1 GENERAL SCHOOL AREAS

1. LIBRARY RESOURCE INCORPORATING:-

General Reading Area, Workrooms, A/V Secure Store, Library Annexe, Seminar Rooms, Teacher Preparation Area, All Toilet Areas

2. GENERAL LEARNING INCORPORATING:-

Classrooms, Stores, Wet Areas, Seminar/Withdrawal Areas, Teacher Preparation Areas, Practical Areas, All Toilet Areas

3. SCIENCE INCORPORATING:-

Stores, Teacher Preparation Areas, All Toilet Areas

4. ART INCORPORATING:-

Stores, Teacher Preparation Areas, All Toilet Areas

5. TECHNICAL STUDIES INCORPORATING:-

Drawing Workshops, Seminar/Withdrawal Areas, Store – Materials, Store, Teacher Preparation, All Toilet Areas

6. HOME ECONOMICS INCORPORATING:-

Textiles – Garments, Teaching – annexes, Teacher Preparation, Fitting Rooms, Store, All Toilet Areas

7. MUSIC AND DRAMA INCORPORATING:-

Performance Studio/workshop, Drama Teaching Areas, Music Classroom, Group Practice/seminar, Small Practice Rooms, Change Rooms, Equipment Stores, Stores, Teacher Preparation, All Toilet Areas

8. PHYSICAL EDUCATION INCORPORATING:-

Physical Education, Laboratory, Store, Change Rooms, All Toilets Areas

9. ADMINISTRATION INCORPORATING:-

Principal Office, Deputy Principal's Office, Other Offices, Interview Rooms, Conference Rooms, Foyer/Reception, Stores, Book Store, Printery, All Toilets Areas, Showers, Staff Room

10. OTHER INCORPORATING:-

Student Locker Areas, All Toilet Areas

2.2 GENERAL SCHOOL AREAS - ONGOING CLEANING STANDARDS

This section provides details of areas contractors are to inspect and clean when a deficiency is revealed and provides definitions of what an unacceptable clean means.

1 DUST

Would appear as a fine, easily removable FILM on any surface.

DEFICIENCIES

LIGHT - No noticeable change of the surface finish when wiped but very slight dust found on close inspection on small areas of the surface, access to the surface being difficult.

MEDIUM - A small accumulation covering a small area of any one of the above surfaces, the surface being easily visible.

HEAVY - An obvious accumulation of dust covering a large area of any one of the above surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, baseboards, along edges of walls, in corners, locker units, open areas under desks, tables, flower boxes, behind easily moved equipment (eg hat stands and hand trucks).

Equipment / Furniture - Surfaces of tables, desks, counters, seats, bookcases and other equipment, venetian blinds, etc., exposed suspended air-conditioning/heating ducts and piping, rails and ledges of any furniture or equipment.

Walls - Ledges, picture rails, framing over doors, windows or openings, around fittings (eg light switches, wall lights), horizontal surfaces of high partitions, rails and beams, chalk trays.

Windows (partition / foyer glass only) - Glass, sills, partition/foyer glass.

Lights - Glass shades, reflectors, diffuses.

2 SCUFF MARKS

Would appear as GRAZING, COLOURING (shoe polish) or SCRATCHING of the polished surface.

DEFICIENCIES

LIGHT - The overall area well-polished. Some scuff marks found on surfaces not readily visible.

MEDIUM - Some scuff marks covering a small area of any one of the above surfaces, the surface being easily visible.

HEAVY - Scuff marks covering a large area of any one of the above surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, under desks, tables.

Walls - Kick Plates, doors, partitions, walls.

3 LITTER

Would appear as FRAGMENTS scattered over part or all of the surface, or small PILES of untidy REFUSE on small areas of the surface (including in corners, behind equipment, furniture, etc).

DEFICIENCIES

LIGHT - No apparent litter visible but small accumulations found in out-of-the-way areas or other areas not readily visible.

MEDIUM - A small accumulation covering a small area of any one of the above surfaces, the surface being easily visible

HEAVY - An obvious accumulation of litter covering part or all of any one of the above surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, baseboards, along edges of walls, in corners, open areas under desks, tables, flower boxes, behind easily moved equipment.

Equipment / Furniture - Surfaces of tables, desks, counters, seats, heaters, bookcases and other equipment, venetian blinds, etc., exposed suspended air-conditioning/heating ducts and piping, rails and ledges of any furniture or equipment.

4 SPILLAGE

Would appear as an easily removable substance; the RESIDUE left after a container of a fluid substance had been upset.

DEFICIENCIES

LIGHT - A minor coverage of the substance on an area that is not readily visible.

MEDIUM - An obvious coverage of the substance on a small area of any one of the above surfaces, the surface being easily visible.

HEAVY - An obvious coverage of the substance on a large area of any one of the above surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, baseboards, along edges of walls, in corners, open areas under desks, tables, flower boxes, behind easily moved equipment.

Walls - Wall surfaces, partitions, glass etc.

Equipment / Furniture - Surfaces of tables, desks, counters, seats, bookcases and other equipment, venetian blinds, etc., rails and ledges of any furniture or equipment.

5 STAINS

Would appear as a MARKING of the surface, the marks being difficult to remove.

DEFICIENCIES

LIGHT - Very small stains found on out-of-the-way areas or on other areas not readily visible.

MEDIUM - Small stains covering a small area of any one of the above surfaces, the surface being easily visible.

HEAVY - An obvious staining of a large area of any one of the above surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, baseboards, along edges of walls, in corners, toilet cubicles, shower cubicles, open areas under desks, tables, flower boxes, behind easily moved equipment.

Walls - Partitions, partition glass, etc.

Equipment / Furniture - Surfaces of tables, desks, counters, seats, bookcases and other flat surfaces and equipment.

6 ENCRUSTATIONS

Would appear as BUILD-UP of a SUBSTANCE: a CRUST formed on part of the surface.

DEFICIENCIES

LIGHT - A minor build-up or encrustation on an out-of-the-way area or on a surface not readily visible.

MEDIUM - A minor build-up or encrustation on any one of the above surfaces, the surface being easily visible.

HEAVY - An obvious build-up or encrustation on any one of the above surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, baseboards, along edges of walls, in corners, all toilet and change room areas, open areas under desks, tables, flower boxes, behind easily moved equipment.

Walls - Partitions, partition glass, Ledges, picture rails, framing over doors, windows or openings, around fittings (e.g. light switches, wall lights), horizontal surfaces of high partitions, chalk trays.

Equipment / Furniture - Surfaces of tables, desks, counters, seats, bookcases and other equipment, venetian blinds, etc., rails and ledges of any furniture or equipment.

Windows (partition / foyer glass only) - Glass, sills, partition/foyer glass.

Lights - Glass shades, reflectors, diffuses.

Ceilings - Ceiling surfaces/panels of all types, cornices, air-conditioning vents, exhaust vents etc.

7 DISCOLOURATION

Would appear as WAXED-IN SOIL

DEFICIENCIES

LIGHT - Some marks found on areas not readily visible.

MEDIUM - Moderate marking of a small area of the surface, the surface being easily visible.

HEAVY - Excessive marking of a large area of the surface, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, along walls and equipment bases, under desks, tables etc.

8 LACK OF FINISH

Would appear as a DULL surface finish.

DEFICIENCIES

LIGHT - The overall surface well-polished. Some obscure areas partly polished.

HEAVY - The overall surface polished but insufficient effort made to buff the surface to a high sheen.

AREAS TO INSPECT

Floors - Overall area.

9 FINGER MARKING

Would appear as SOILING or SMEARING of the surface.

DEFICIENCIES

LIGHT - Minor finger marking of a small area of the surface, the surface not being readily visible.

MEDIUM - Moderate finger marking of a small area of the surface, the surface being easily visible.

HEAVY - Excessive finger marking of a large area of the surface, the surface being easily visible.

AREAS TO INSPECT

Equipment / Furniture - Glass faces of bookcases, tops of desks.

Walls - Around switches, handles, wall fixtures (e.g. wall lights, air conditioning controls).

Windows (partition / foyer glass only) - Interior surface of external partition/foyer window glass.

10 HEAVY SOIL

Would appear as DISCOLOURATION of a surface, the film of SOIL adhering to the surface but not causing difficulty in its removal.

DEFICIENCIES

LIGHT - Minor soiling found on out-of-the-way areas or on other areas not readily visible.

MEDIUM - An obvious film of soil covering a small area of any one of the following surfaces, the surface being easily visible.

HEAVY - An obvious film of soil covering a large area of any one of the following surfaces, the surface being easily visible.

AREAS TO INSPECT

Floors - Overall area, baseboards, along edges of walls, in corners, all toilet and change room areas, open areas under desks, tables, flower boxes, behind easily moved equipment.

Equipment / Furniture - Surfaces of tables, desks, counters, seats, bookcases and other equipment, venetian blinds, etc., rails and ledges of any furniture or equipment.

Windows (partition / foyer glass) - Glass, sills, partition/foyer glass.

11 COBWEBS

No definition necessary.

DEFICIENCIES

LIGHT - Isolated minor occurrences of cobwebs, generally above height of 2 metres.

MEDIUM - Obvious cobwebs scattered over a large area, the cobwebs being clearly visible.

HEAVY - An obvious quantity over a significant area of clearly visible cobwebs.

AREAS TO INSPECT

Equipment - Rails and ledges of equipment and furniture, ceiling fans, fire extinguishers, exhaust fans, exposed suspended air-conditioning/heating ducts and piping.

Walls - Corners, fixtures (both internal and external).

Windows - Blinds, screens, frames (both internal and external).

Lights - Overall.

12 GRAFFITI

A deliberate marking of a surface by an instrument e.g. texta, spray can.

DEFICIENCIES

No definition necessary.

AREAS TO INSPECT

Equipment / Furniture - Surfaces of doors, tables, desks, counters, seats, bookcases, dividers, ceilings, kickboards and other equipment (where minor instances occur and the graffiti is easily removable).

Walls - All walls, partitions, ledges, framing over doors, windows or openings, around fittings (e.g. light switches, wall lights), horizontal surfaces of high partitions etc., (where minor instances occur and the graffiti is easily removable).

3. Section 3 – SPECIALISED

3.1 SPECIALISED SCHOOL AREAS

1. SCIENCE INCORPORATING:-

General Science Laboratories, Physics Laboratories, Chemistry Laboratories, Biology Laboratories, Laboratory Annexes, Preparation Areas, Workshops, Chemical Store, All Toilet Areas

2. ART INCORPORATING:-

General Art Areas, Ceramics Areas, Design/Drawing Areas, Clay Areas, All Toilet Areas

3. TECHNICAL STUDIES INCORPORATING:-

Woodwork Shops, Metalwork Shops, Composite Woodwork/Metalwork Shops, Plastics Workshops, Mechanics Workshops, Technology Workshops, Photography Areas Store – Finishing, All Toilet Areas

4. HOME ECONOMICS INCORPORATING:-

Food Preparation Areas, Store - Pantry Dining Areas, Sewing Areas, All Toilet Areas

5. AMENITIES INCORPORATING:-

Canteen Preparation, Canteen Servery, Canteen Store, Student Eatery

6. ADMINISTRATION INCORPORATING:-

Medical Room, Medical Treatment Room, All Toilet Areas

7. PHYSICAL EDUCATION INCORPORATING:-

Gymnasium, Activity Hall, Assembly Hall, All Toilet Areas, Change Rooms, Showers

8. SEVERELY MULTIPLE DISABLED FACILITIES INCORPORATING:-

Change Rooms, All Toilets Areas, Classrooms, Eating Areas

9. CHILD PARENT CENTRE / PRE-SCHOOL

10. OTHER INCORPORATING:-

Verandas, Shelter Sheds, Community Use, Creche, Surplus Areas, Open Areas, Ramps, Disabled Access, Walkways, Pergolas

3.2 SPECIALISED SCHOOL AREAS - ONGOING CLEANING STANDARDS

The following provides details of additional attention required in the specialised school areas.

1 SCIENCE AREAS

Specific tasks required include:

- Laboratory taps and fittings to be maintained in a clean and polished condition.
- Bench tops are to be wiped and kept clear of all spillages/stains.
- Laboratory sinks and drain holes to be kept free of debris, stains, encrustations, spillages.

2 ART

Specific tasks required include:

- Encrustations on all surfaces which are easily removable by the cleaners are to be undertaken where required;
- Encrustations on all surfaces that are more difficult to remove by the cleaners is to be undertaken on a weekly basis.
- Clay dust is to be removed daily with the use of a damp cloth or other effective measure in areas where clay is used.

3 TECHNICAL STUDIES

Specific tasks required include:

- Cleaners are not to undertake cleaning of any Technical Studies Machinery as this is the responsibility of the school personnel. Cleaners however will be expected to clean both vertical and horizontal surfaces in the areas surrounding the Machinery.
- Cleaners are to ensure that all small vacuum extractor units are emptied on a daily basis or as required. **(The emptying of large industrial size extractor units is the responsibility of the school.)** Vacuuming of dust extraction bags will be required on a regular basis. When maintaining dust extraction bags, the Contractor is reminded of the Occupational Health, Safety and Welfare implications. For example, cleaners should be issued with appropriate face protection and breathing apparatus. Manual handling implications should also be considered.
- Photography areas are to have available on a continual basis adequate supplies of dry cloth material or paper towelling. These items to be made available by the school.

4 HOME ECONOMICS

Specific tasks required include:

- Thoroughly clean as required all stoves, ovens and microwave ovens, benches, splash boards and dividing partitions.
- Particular attention must be made to wall partitioning dividing each cooking appliance, removing any visible litter, dust, stains, spillages etc., to a clean standard as defined in Section S.1. Move all mobile bulk ingredient containers etc and maintain area beneath it in clean condition.
- All Home Economics areas are to be cleaned to a hygienic and above average standard.
- Tea towels are to be washed, dried and folded upon requirement, but not exceeding **1 load per day**. School is to provide suitable commercial washing machine, clothes dryer (and detergent/softener) which is to be located within the contracted cleaning areas. Tablecloths are not required to be cleaned.

5 AMENITIES

Specific tasks required include:

- Generally the cleaning of the above areas comprises a function of the Canteen staff and is therefore excluded from this cleaning specification (**except for Student Eatery**).
- Student Eatery: Remove all litter, stains, encrustations on walls, floors, ceilings, windows, chairs and tables from those areas heavily utilised by students, i.e. eating area.

6 ADMINISTRATION

Specific tasks required include:

- A very hygienic and above average standard of clean is mandatory in the Medical and Medical Treatment Rooms. The outcome of cleaning will be closely monitored to ensure that the "Definition of Clean" as detailed in Section S.1 is strictly adhered to. Particular attention should be made to the cleaning materials, solution and equipment used to clean these areas.
- On a regular basis wash sheets, pillow cases and blankets where necessary. (**School is to provide suitable commercial washing machine, clothes dryer (and detergent/softener) which is to be located within the contracted cleaning area.**)
- Refreshed linen to be folded and placed in medical room storage cupboard.

PLEASE NOTE: It is a school responsibility to replenish refreshed bed linen.

7 PHYSICAL EDUCATION

Specific tasks required include:

- Standard cleaning of the floors such as sweeping and mopping are to be undertaken after each standard use of these areas in accordance with the appropriate maintenance schedule.
- Ensure dusting and removal of cobwebs, litter etc., (**to a height of 2 metres for ongoing cleaning services for Gymnasium, Assembly Hall & Activity Hall**). For all other areas, please refer to Section S.1 – Definition of Clean.

8 SEVERELY MULTIPLE DISABLED FACILITIES

Specific tasks required include:

- All surfaces must be hygienically cleaned and maintained to a high standard in accordance with the "Definition of Clean" as detailed in Section S.1.
- Toilets, change areas, sinks, wash-basins, baths, shower cubicles and surrounding areas are to be thoroughly cleaned and sanitised on a daily basis.

9 CHILD PARENT CENTRE / PRE-SCHOOL

Specific tasks required include:

- Due to the nature and time of use of the Child Parent Centre / Pre-School, it is required that these areas be cleaned towards the end of the ongoing cleaning services performed on that day.
- A Child Parent Centre / Pre-School in a school will require a hygienic and an above average cleaning requirement due to the nature of its usage, in accordance with the “Definition of Clean” as detailed in Section S.1.

10 OTHER

Specific tasks required include:

- These areas generally require sweeping and hosing.
- Seating, equipment and troughs are to be kept clean.
- Community designated areas, unless otherwise specified, are maintained as a school responsibility and are therefore excluded from this specification.
- A crèche in a school will require a hygienic and above average cleaning requirement due to the nature of its usage.

4. Section 4 – VACATION / PERIODIC

4.1 VACATION / PERIODIC CLEANING DUTIES

Vacation/periodic cleaning requirements are **NOT** to be performed without verification in writing from the Site Manager/Principal, who should be contacted at least two weeks prior to the end of each school term. The Contractor is also required to contact the Site Manager/Principal after the services have been carried out to confirm satisfaction with the services undertaken. All nominated vacation/periodic requirements are to be completed by a predetermined date which must be mutually agreed to in writing by both the Site Manager/Principal and Contractor prior to the expiration of each school term. These vacation/periodic cleaning requirements will normally be undertaken during the vacation periods, of which there are four (4) each school calendar year. Each or any combination of the vacation/periodic cleaning requirements may be required between one (1) and four (4) occasions during this period.

Please Note: All vacation/periodic cleaning services stated below must meet the “Definition of Clean” standards detailed in Section S.1 of the “specification of cleaning services”

With reference to those items to be inspected in General and Specialised School Areas as stated in Sections S.2 and S.3 respectively, the following vacation/periodic cleaning requirements are to be performed in all areas unless otherwise stated by the Site Manager/Principal.

INITIAL CLEAN

It may be a requirement under this contract that a full or partial Initial Clean of the nominated areas at the site is conducted within the first six (6) weeks of the contract. This time-frame may be negotiable depending on the proximity of the next vacation period.

The duties that are to be performed in this Initial Clean are all of the vacation/periodic cleaning requirements covered below unless otherwise stated in the Appendix 3 – Scope of Services to be performed at this site.

This will then allow the Contractor to maintain the cleanliness of the school to the standard required throughout the term of the contract.

FLOORS

Overall area, baseboards, along edges of walls and equipment bases, in corners, open areas, under desks, tables, flower boxes, behind easily moved equipment (e.g. hat stands, waste paper containers).

1 & 1a Vinyl/Lino Floors (Strip, Seal, Polish & Top Up Polish)

- Floors which have a vinyl floor covering are to be stripped, re-sealed and polish applied to restore the floor surface coating to an acceptable standard whilst retaining its non-slip qualities.
- It is expected that high use areas such as corridor and foyer floors will have a higher number of seal coats applied.

Note - When performing any vacation/periodic service on the above floor surfaces, reference should be made to the appropriate manufacturer's guidelines and maintenance schedules provided, at all times.

1b Carpet Floors

- Pile lift, rotary dry foam, then jet stream extract all carpeted areas, including carpet squares in normal positions. Detergent based products are not to be used.

Note - When performing any vacation/periodic service on the above floor surfaces, reference should be made to the appropriate manufacturer's guidelines and maintenance schedules at all times.

1c Other Floor Surfaces: (e.g. timber, tiles, low maintenance unsealed vinyl and other resilient floor surfaces)

- Sweep, mop, scrub, buff and maintain all above surfaces (where necessary).
- Wooden floors in all Technical Studies and other areas are to be treated with oil to maintain and ensure their long term quality. The Contractor shall clean this surface with a view to maximising the grip of the wooden surface once the clean is completed.

Note - When performing any vacation/periodic service on the above floor surfaces, reference should be made to the appropriate manufacturer's guidelines and maintenance schedules provided, at all times.

2 WALLS/CEILINGS/GLASS WALLS (Internal)

All vertical and horizontal surfaces such as ledges, picture rails, framing over doors, windows or openings, around fittings (e.g. light switches, wall lights, handles, wall fixtures, air conditioning controls), horizontal surfaces of high partitions, ceiling surfaces/panels of all types, cornices, chalk trays, corners and fixtures (both internal and external).

- Wash all areas stated above. Abrasive cleaning agents are not to be used and particular attention is to be made to the finished cleaned product, ensuring the quality of the surface is maintained.
- Remove graffiti where minor instances occur and the graffiti is easily removable.

3 EQUIPMENT / FURNITURE

Furniture (fixed or moveable), Filing Cabinets, Bench Tops, Lockers, Office Machinery, Heating Units, Urinals, Dispensers, Wash Basins, Disposal Units, all Internal Bins, all External Bins located immediately adjacent to all buildings and walkways under the contract, Waste Paper Bins, Venetian Blinds, Vertical Blinds, Dust Bins, Clearance Trays, Drinking Fountains, Ceiling Fans, Exhaust Fans, Air-Conditioning/Heating Vents, Plant Vents, Toilet Room Fixtures, Drains, Traps, Faucets, Soap and Paper Dispensers, Stalls, Mirrors, Ledges and Drinking Fountains and Troughs (both inside the premises and immediately adjacent to the building), Hand Dryers and Cisterns.

Excluding: Electronic Equipment and Sanitary Disposal Units.

- Thoroughly wipe clean that equipment/furniture which has solid exterior surfaces (e.g. desks, wooden or plastic covered chairs, cabinets, lockers, etc.).
- Wash all internal bins and all external bins located immediately adjacent to all buildings and walkways under the contract with an approved disinfectant.
- Clean the surface of all synthetic (P.V.C. and similar) covered equipment with an approved cleansing agent and steam clean cloth covered furniture.
- In addition to the standard of clean having to meet with the "Definition of Clean" as described in Section S.1, all Floor Surfaces, Walls/Ceilings/Glass Walls, Equipment/Furniture, Lights and Windows in Staff and Student Toilet and Change Rooms are to have an absence of:
 - Scale in and around urinal caps;
 - Uric Acid and Calcium build up; and
 - Spit balls and other encrustations found on walls, ceilings, and generally all vertical and horizontal surfaces.
- Remove graffiti where minor instances occur and the graffiti is easily removable.

4 LIGHTS

Glass shades, reflectors, diffuses, removable skylights.

- Dust all light diffuses, shades, reflectors so as to remove all dust and cobwebs.
- Where the power supply is able to be isolated, damp wipe lights.
- Where the school removes the light diffusers, shades and reflectors, the Contractor will thoroughly wash and clean these items. The school will then place these items back in their correct place.

5 WINDOWS

Internal and external glass panels, sills, interior surface of external window glass, fixed sky-lights, blinds, screens and frames (both internal and external).

- The exterior framework is to be brushed free of cobwebs, dust and grime and then scrubbed clean prior to cleaning the glass.
- The interior framework is to be wiped clean, leaving no smears.
- The framework is defined to include sash surrounds to glass panes, sills, joints, mullions, transoms to windows and glazing beads
- The window panes (both sides) are to be washed free of dirt.
- Removable flyscreens (NOT SECURITY SCREENS) where applicable, are to be washed and re-fixed.

6 GYMNASIUM / ASSEMBLY / ACTIVITY HALL (FLOOR ONLY)

Where the Cleaning Contractor is required to provide this service and to ensure the long term use and quality of the floors, the Contractor will need to formulate suitable maintenance programmes taking into account the Manufacturers Maintenance Guidelines for the particular floor surfaces. Standard maintenance of these floor areas throughout each school term must be undertaken in accordance with the appropriate maintenance program.

7 EXTERNAL UNDERCOVER AREAS (e.g. Verandas, Walkways, Shelter Sheds, Pergolas etc.)

Specific tasks required include:

- Light fittings, external doors and structural framework (including underside of roof) require the removal of encrustations, bird droppings, dust, cobwebs and litter.
- Seating, equipment and troughs are to be thoroughly cleaned.
- Any spillages or chewing gum to be removed.
- The use of a high pressure hose is recommended.