

INSTITUTE OF SINGAPORE CHARTERED ACCOUNTANTS
60 Cecil Street, ISCA House Singapore 049709
Tel: 65 6749 8060
isca.org.sg

Invitation to Quote (ITQ) No.: FAC-04-2024

Cleaning Services Term Contract at ISCA House

The Institute of Singapore Chartered Accountants (ISCA) hereby invites eligible and current registered contractors under Building and Construction Authority's Facilities Management Registry workhead **FM02** (Housekeeping, Cleansing, Desilting & Conservancy Service) with tendering limit minimum grade **L1** to submit their quotations for cleaning services at ISCA House, 60 Cecil Street, Singapore 049709 commencing on **1 July 2024** and ending on **30 June 2026 (2-year term contract)**.

A. Scope of Works

The Institute would like to engage a Contractor to supply labour (**1 number of cleaning supervisor and 3 number of cleaners**), materials, tools and equipment necessary to carry out cleaning works to the interior of its six-storey building comprising of lounges, meeting rooms, function/training rooms and offices with gross floor area of **29,180 sq. ft** during ISCA's operating hours (**Monday to Friday, 8.30am to 5.30pm**, closed during public holidays). Further details can be found in cleaning works specifications (Appendix 1).

The Contractor is to:

- i. Provide adequate insurance coverage (Contractors All Risks insurance and Work Injury Compensation insurance) for its workers deployed at ISCA House during the whole term contract period.
- ii. Not sub-contract the cleaning works term contract to any other contractor(s) without first obtaining written approval/permission from the Institute.
- iii. Submit unit rate (hourly and daily) for additional cleaner during weekends (Saturday & Sunday) from 9am to 6pm to clean ISCA House level 3 (SCAQ Centre) and 6-monthly carpet shampooing to whole premise, if required (optional).

B. Documents to be submitted:

- i. Cost quotation
- ii. Company profile
- iii. Relevant track record and/or current and past projects for past 3 years

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- iv. Organisation chart with relevant personnel and their relevant experience in cleaning industry

C. Evaluation Criteria

- i. Conformity to requirements of specifications
- ii. Ability to meet stated timelines and service level
- iii. Proposed price quotation
- iv. Track record and/or current and past projects for past 3 years

D. Quotation Validity

Quotations submitted must be valid for **ninety (90) days** from the date of opening of ITQ.

E. Disclaimer

- i. ISCA shall be under no obligation to accept the quotation with the lowest quote or enter correspondence with any vendor regarding the reason for non-acceptance of the quotation.
- ii. ISCA reserves the right unless the vendor expressly stipulates to the contrary in its quotation, to accept only such portion(s) of a quotation as ISCA may in its sole discretion decide and the quotation shall be adjusted accordingly.

F. Site Briefing

Contractors who are interested in submitting their quotations must attend compulsory site briefing on **29 April 2024 (Monday), 10am** to understand the site condition. Floor plans of the building will be emailed to contractors who register their attendance during the briefing.

G. Enquiries and Submissions

For further enquiries and submissions, please email to isca.facilities@isca.org.sg with the subject "**FAC-04-2024 – ISCA House Cleaning Services Term Contract**" before the closing / submission date and time on **3 May 2024 (Friday), 5pm**

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Appendix 1

1. Scope of Contract

1.1 The Institute refers to Institute of Singapore Chartered Accountants (ISCA) and the Contractor refers to the cleaning service provider.

1.2 This is a 2-year term contract commencing from 1 July 2024 till 30 June 2026 for cleaning services to be provided at 60 Cecil Street, ISCA House, Singapore 049709.

1.3 The Contractor shall provide and supply its own labour, materials, tools, equipment, etc. necessary (whether specifically described or not) for the proper execution of the cleaning service.

2. Building Information

2.1 ISCA House is a six-storey building with meeting rooms, training rooms, lounges and offices with a total gross floor area of 29,180 square feet excluding the basement carpark.

2.2 The floor plans of the building will be provided during the compulsory site briefing and showround.

3. Scope of Work

3.1 Daily, weekly and periodic cleaning to the Institute internal areas, office premises such as toilets, pantries, conference/board room, meeting rooms, function/training rooms, computer lab room,

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reception/front counter, lounges and breakout areas, and other premises inside the building.

This includes the glass doors at the main and side entrances of the building and the cleaning of the internal window frames and panes. The detailed specifications for cleaning work and the frequencies are described in Appendix 2.

3.2 The Contractor shall be responsible for the daily removal of garbage from the premises to the bin centre or any other place(s) as and/or when directed by the Institute.

3.3 The Contractor will be deemed to have visited, inspected, and examined the building and its compounds and have satisfied himself as to the local conditions, the accessibility, the full extent and character of the work, the supply and conditions affecting labour and materials, the transportation of labour, equipment, etc., and the execution of the Contract generally, as no claim on grounds of want of knowledge in this respect shall be entertained.

3.4 The Contractor shall be solely responsible for making all necessary arrangements with and co-ordinating with any relevant authorities, specialists, sub-contractors, etc., to ensure satisfactory and safe execution of the Contract, within the circumstances of the prevailing law, code of practices or safety requirements.

4. Supervisor and Cleaners

4.1 At all times during the hours of the Contract, the Contractor shall provide cleaning manpower as follows:

- (a) One (1) cleaning supervisor - He/she is required to plan and schedule the cleaning programme. Act as liaison with the Institute's Facilities and Operations team to make necessary arrangements to facilitate the cleaning schedule; and

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- (b) Three (3) cleaners for the cleaning of the building to the satisfaction of the Institute. The Contractor may plan for the cleaning works to be carried out by the 3 cleaners by floor levels. For example, 1 cleaner to take care of cleaning works for 2 levels while the supervisor cleans all toilets and others.

- (c) The Contractor shall assess the site and provide adequately the number of float cleaners for the cleaning of the premises to the satisfaction of the Institute. This float team shall be over and above the minimum number of cleaners to be deployed by the Contractor. Their functions shall include but not limited to the following:
 - (i) Support key/important events, functions such as Annual General Meeting, Career Fairs, etc. by providing extra manpower to shift furniture, do cleaning works, etc.
 - (ii) Any other assignments / works as instructed by the Institute from time to time

4.2 The Contractor shall equip his supervisor with a working mobile phone for contact at all times and also bear the cost of acquiring and maintaining the mobile phone.

4.3 All cleaners and supervisor shall wear uniform with proper covered non-slip shoes. The uniform provided shall be for ease of identification of the cleaners and supervisor in the Institute.

4.4 In addition, the Contractor shall be required to carry out the following:

- (a) Wipe clean staff work desks, rooms tables, vacuum carpeted flooring and arrange the chairs in an orderly manner in Board/Conference room, Function/Training rooms, Meeting rooms, Dining room, Coffee room, Reading and Members' lounges daily at **7.00am**. The cleaning works is to be completed before **8.30am**.
- (b) The cleaners are to carry out 2 times (7.00am and 3.00pm) cleaning of the

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abovementioned rooms in para 4.4 (a) after usage and/or as and when requested by the Institute.

- (c) The cleaners shall empty the litter bins in the abovementioned rooms in para 4.4 (a) at end of the day.
- (d) Shift and arrange furniture (tables, chairs, sofas) according to the requirement of the events, functions, and any other occasions.
- (e) Feedback to institute on faulty mechanical and electrical equipment if encountered during course of his/her work.

4.5 Turn off water taps and switch on and off fans and lights in the toilets, etc.

4.5.1 The Contractor shall ensure that his/her cleaning staff turns off all water taps as soon as their work is completed.

4.5.2 The Contractor shall ensure that his/her cleaning staff switch on and off all lights in lounges, offices, toilets and wall fans in toilets when they commence work at 7.00am and 6.00pm daily.

5 Working Hours

5.1 The Contractor shall provide cleaners daily from **7.00am to 4.00pm** from Monday to Friday, excluding weekends and public holidays, whereas the cleaning supervisor is required to work from **7.00am to 7.00pm**, Monday to Friday and **7.00am to 12.00pm** on Saturday (except public holidays). The Contractor may be required by the Institute to work during weekend and public holidays when the need arises. The Contractor shall provide biometric attendance clocking device for the cleaning staff to clock in and out whenever on duty and to submit monthly attendance report by the first week of following month. These costs shall be deemed to be included in the submission.

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- 5.2 The cleaning supervisor, float cleaners and other cleaners shall report to the building at 7.00am and carry out cleaning work within the working hours as mentioned in para 5.1. Cleaning supervisor shall be stationed in the building to supervise the work after office hours, if required. These personnel may be required to work after working hours and/or during weekends/holidays, if directed by the Institute.

Any works which in the opinion of the Institute, would cause undue inconvenience or disturbance to the occupants of the building, shall be done outside the Institute's operating hours (8.30am to 5.30pm) from Mondays to Fridays.

- 5.3 The Contractor shall deem to have included in his price for special duties and/or overtime for his cleaners who are assigned to perform works after normal office hours and/or during weekends or holidays, as and when required by the Institute.

6 Materials and Equipment

- 6.1 The Contractor shall supply all the necessary equipment, machines, instruments, tools, and materials for the efficient execution of the works including automatic scrubbing vacuum cleaners, carpet shampoo machines, janitor's trolleys, etc. The Contractor shall also provide mops, brushes, methylated spirit, deodorant disc, disinfectant, cloths, leathers, dusters, toilet papers, paper towel, scouring powder, toilet detergents, toilet cleansers, mirror cleanser, emulsion polish for floors, furniture and partitions, floor sealers, wastepaper trolleys mounted on rubber.

- 6.2 The institute shall not be responsible for any loss or damage to plants, tools, equipment or other properties belonging to or provided for the works by the Contractor, his servants or agents within the building.

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7 Other Contractors at Work

The Contractor is advised that there will be other contractors working in the same area. The Contractor shall ensure that there is no interference with such other contractors' work and shall liaise with the other contractors on matters concerning the cleaning works.

8 General Guidelines for Cleaning

- (a) Flooring, ceiling, wall, columns, partitions and glass panels shall be cleaned, sealed and polished, where necessary. The job is to be done in accordance with the work specification specified herein in Annex A.
- (b) The Contractor shall instruct his cleaning staff to exercise every care when dismantling and refixing all fittings, signs, or paintings, etc., as the cost of repair or replacement of any such item damaged or broken as a result of careless handling or negligence on his part or that of his employees shall be charged to him.
- (c) All items of cleaning products shall be diluted or mixed in accordance with the manufacturer's instructions. The cleaning detergent use shall have the disinfectant properties.
- (d) All scrubbing shall be done with an approved heavy-duty scrubbing machine.

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Appendix 2

WORK SPECIFICATIONS

S/N	Item	Daily		
1	Ceramic flooring (matt & polish), glazed ceramic flooring at level one reception areas	<p>Dry vacuum 2 times a day at regular intervals and damp mop daily. Spot sweep, clean and damp mop as and when necessary. Areas affected by embedded grime or stubborn stains which cannot be removed by mopping, shall be scrubbed. Mop dry as and when necessary i.e., during raining weather.</p> <p>For Pantry – Dry sweep and damp mop twice a day at regular intervals. Spot sweep, clean and damp mop as and when necessary. Areas affected by embedded grime or stubborn stains which cannot be removed by mopping, shall be scrubbed.</p> <p>Water or oil spillage from foods, etc must be cleaned up immediately.</p>		
S/N	Item	Daily	Weekly	Remark
2	Carpeted flooring	<p>Clean entire carpet area once a day. Spot shampoo whenever stains on carpet.</p> <p>Boardroom, Meeting Rooms, Function/Training Rooms, Reading Lounge – vacuum</p>	<p>(i) Vacuum and clean entire area 2 times a week and</p> <p>(ii) spot shampoo whenever necessary.</p>	<p>Water soluble soil such as non-greasy food, sweets, starches, and solvent soluble soil such as asphalt, tar oil and grease must be removed immediately by carpet shampoo.</p>

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S/N	Item	Daily		
		and clean once a day at 7.00am in the morning Spot shampoo whenever stains on carpet.	General office area and others	
S/N	Item	Daily	Remark	
3	Vinyl flooring - Pantries & breakout areas	Dry sweep and damp mop with a solution of water and detergent to remove all black streaks. Spot sweep and damp mop as and when necessary. Breakout, pantry member areas – Vacuum and damp mop daily. Water or oil spillage from foods, etc must be cleaned up immediately.	Every 6 months - apply 2 coats of approved emulsion polish and burnish with burnishing machine to a semi-gloss finish. Apply an approved wax stripping solution diluted to manufacturer's instruction over the entire area. Thoroughly scrub the floor surfaces with a heavy-duty scrubbing machine, rinse with clean water and collect waste water with a suction machine. Allow surfaces to dry completely, apply two coats of approved emulsion polish and burnish to a high gloss finish the following day.	
S/N	Item	Daily	Weekly	Remark
4	Internal ceramic / glazed surface walls	Damp mop with clean water daily.	Damp clean with a solution of water and detergent and disinfectant (up to ceiling level).	Care should be taken to keep the cement pointing of the tiles free from grease and accumulated grime.

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S/N	Item	Daily	Weekly	Remark
5	Gypsum partitions including those with vinyl finish and wall papered walls	N.A.	Feather dust, giving special attention to corners.	Spot clean when required care should be taken to ensure that water does not soak into the porous material through the joints.
6	Timber panelling including doors, door frames, floor panels and skirting on the walls	N.A.	Feather dust, giving special attention to corners. Damp clean with a solution of water and detergent and disinfectant (up to ceiling level).	Every 3 monthly, apply one coat of furniture polish and buff to shine with a soft dry cloth and as and when directed.
7	Mirror mounted on walls (in toilets etc.)	Polish once a day with clean chamois leather. All water on the mirrors should be wiped dry of water.	Clean once a week with an approved liquid cleaner.	Water should not be used in cleaning the mirrors.
8	Glass doors and glass panels including aluminium framings, fascia and handles and other glazed surface	Damp clean both sides with a solution of water and detergent and dry surfaces with a dry clean cloth.	Clean surface with glass cleaning solution and polish to shine. For aluminium surfaces apply polish and buff to shine with a soft dry cloth.	N.A.
9	All glass windows panels and window ledges on wall (internal surfaces)	Spot cleaning	Damp clean with a solution of water and detergent and dry surface with a soft clean cloth or as and when necessary.	N.A.
10	All internal glass windows	N.A.	N.A.	Every 6 months, to clean with a solution of water and detergent and stain remover. All stains are to be removed.

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S/N	Item	Daily	Weekly	Remark
				Contractor to provide own staging etc if necessary.
11	All painted surfaces	Spot cleaning	N.A.	N.A.
12	All glass writing boards in meeting rooms, function/training rooms	Spot cleaning	Every 2 weeks, to damp clean with a solution of water and detergent.	N.A.
13	Laminated plastics and other linings to walls, doors, etc.	N.A.	Damp clean with a solution of water and detergent.	N.A.
14	Stainless steel railing, etc.: staircase & other areas	Damp clean with a solution of water and detergent.	Polish to high shine with approved chemicals.	N.A.
15	Stainless steel, aluminium, bronze, brass surfaces and graphics, etc.	Spot clean with a clean soft cloth to remove all finger marks, etc.	N.A.	N.A.
16	Painted wall surfaced wall and column	Spot cleaning	Feather dust, giving special attention to the curve's surfaces and square base of the columns.	N.A.

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S/N	Item	Daily	Weekly	Remark
17	Glass clocks to walls, Painting, Poster in glass frames	Squeeze dry and damp mop; as and when necessary.	N.A.	N.A.
18	Ceiling surfaces -Mineral ceiling boards, plaster wall with emulsion paints	Remove cobwebs as and when necessary.	To spot clean	Area immediately adjacent to inlet and outlet grilles to be cleaned with brush head vacuum cleaner to remove cobwebs and dust. Special attention to be given to junction of walls and columns.

19	Furniture such as chairs, tables, cupboards, cabinets and counters (For upholstery, shampooing is required) This is to be done after operating hours and/or weekend.	Spot clean all furniture to remove dust, dirt and stains. Meeting tables and side cupboards – damp clean with a solution of water and detergent at 7.00am daily.	Damp clean all furniture except upholstered furniture, with a solution of water and detergent.	Vacuum clean all upholstered furniture including the fabric and metal components. Upholstery deep shampooing to be carried out twice a year on all upholstered furniture – as and when required
20	Toilets	Wash floors with clean water and detergent once a day. Mop dry with dry clean mops or cloth after each cleaning. Spot clean as and when necessary throughout the day. At 7.00am, to thoroughly scrub with water and detergent and dry.	Before office hour, thoroughly scrub floor with water and detergent and flush with clean water and mop dry. Damp wipe with cloth all walls and partitions with clean water and detergent to remove all dirt and stains. If directed to do so by	The Contractor is required to put a sign in front of the toilets to advise users that cleaning is in progress during each cleaning. The Contractor is not permitted to spray water onto the walls as a means of cleaning. Otherwise damage to electrical fittings

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		Some examples of unsatisfactory cleaning are: stains on urinals/bowls, dusty fixtures, uncleaned mirrors, walls, doors & floors with stains, marks, smells in toilet etc. As and when directed by the Institute.	the Authority, the Contractor shall increase the frequency of cleaning of those floors which are heavily used at his own cost. Cleaning of dusty wall mounted fans and louvers	and others will be charged to the Contractor. Toilets which are not cleaned to the satisfaction of the Authority, shall be cleaned until it is satisfactory to the Institute. Machine scrubbing and stripping should be done on alternate 3 monthly basis.
21	Sanitary fittings in the toilets	Wash all sanitary fittings 3 times a day with a solution of water and detergent. For wc pedestal and cover, an approved bactericidal cleanser is to be used. Clean WC bowls with a nylon bristle brush and a bactericidal toilet cleanser. Scrub bottom and sides of urinal with a solution of water and detergent. Spot cleaning as and when required.	N.A.	The cleaning of the wc units shall include the bowls, the underside of the flushing rims and the necks of traps etc. Any major chokes and defects shall be reported to the Institute immediately. The Contractor shall be responsible for the immediate clearance of all minor chokes in the WCs, pans, floor and gully traps. The Contractor shall be responsible for and is expected to make good any losses of exposed toilet fittings in the toilets.
22	Mirrors in toilets	Thoroughly clean all mirrors with a dry soft cloth to remove all dust and blemishes. Constantly, wipe off all accumulation of water droplets throughout the day.	Polish with chamois leather and approved brand of mirror cleanser.	On no account shall damp cleaning with water be permitted on the mirrors.
23	Litter bins in meeting rooms, function / training rooms	Empty, wipe, clean and replace bin back to	Empty, wash thoroughly (both inside and outside)	All refuse shall be disposed of in big plastic bags with the tops tied. All plastic bags shall be

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	lounges, common areas and within offices	original position before 8.00 am. All waste shall be removed from litter bins at least twice a day. Bins are to be checked and emptied as and when necessary.	and wipe dry all litter bins.	0.06 mm thick and opaque in colour. All refuse shall be transported to the bin centre on trolleys mounted on rubber or PVC castors (to be provided by the Contractor) at least once a day.
24	Dust control mats, carpets at door entrances, stairs, outside toilets	Vacuum and brush daily.	N.A.	N.A.
25	Fire extinguishers and fire hose reels in the office area	N.A.	N.A.	Every 6 months, to damp clean with a solution of water and detergent and dry surfaces with a soft cloth.
26	Directional & information signs, graphics, & etc.	Twice a day, to damp wipe with approved detergent and disinfectant for all the equipment. Then to wipe dry the equipment with clean dry cloth.	To wipe with a clean dry cloth.	The Contractor shall exercise every care when dismantling and refixing these items, as the cost of repair or replacement of any such item damaged or broken as a result of careless handling or negligence on his part, will have to be borne by him.

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27	Artificial plants in offices	N.A.	Clean / clear dust	N.A.
28	Escort term contractors	N.A.	Collection of hygiene bins in female toilets, change floor mats, sanitary waste pipe maintenance, pest control, etc. (not exhaustive list)	N.A.
29	Clean coffee machines at levels 1, 2, 5 & 6	Wash before 8am daily	N.A.	N.A.