

BRIEF AND SPECIFICATION

CLEANING SERVICES

PORT ARTHUR VISITOR CENTRE

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Port Arthur Historic Site Management Authority

October 2019

DOCUMENT ACCEPTANCE and RELEASE NOTICE

This is Version 1 of the PAVC Cleaning Services Brief and Specification.

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TABLE OF CONTENTS

Brief.....	4
1 Port Arthur Historic Sites Management Authority	4
1.1 Organisational Overview	4
1.2 Management Framework	4
1.3 Site Description.....	5
1.4 Working at a Place of Heritage Significance.....	7
1.5 Operational Hours	7
1.6 Site Contact.....	7
1.7 Site Access Procedures and Requirements	8
1.8 Vehicle Access and Parking	9
1.9 Environmental and Behavioural Impact	9
1.10 Flora and Fauna	10
1.11 Site Induction.....	10
2 Port Arthur Visitor Centre (PAVC) Cleaning Services	10
2.1 Background and Context.....	10
2.2 Terminology	11
2.3 Objective	11
2.4 Target Outcomes	11
3 Administration	11
3.1 Responsibility	11
3.2 Contract Governance	11
3.3 Reporting Requirements	11
3.4 Risk and Issues Management	12
3.5 Guidelines/Standards	12
3.6 Quality Control.....	13
3.7 Sub-Consultants	13
Services Specification.....	14
Cleaning Standards.....	25

BRIEF

1 PORT ARTHUR HISTORIC SITES MANAGEMENT AUTHORITY

1.1 Organisational Overview

The Port Arthur Historic Sites Management Authority (PAHSMA) is responsible for the management of visitor services and conservation for three of the sites listed as part of the Australian Convict Sites World Heritage Property. These sites are known as:

- Port Arthur Historic Site (PAHS), Arthur Highway, Port Arthur, Tasmania,
- Coal Mines Historic Site (CMHS), Saltwater River, Tasmania, and
- Cascades Female Factory (CFF), Degraes Street, Hobart, Tasmania.

The main functions of the Authority, as defined by the Port Arthur Historic Site Management Authority Act 1987, include to:

- ensure the preservation and maintenance of the historic sites under its management as examples of major convict settlements and penal institution of the 19th Century;
- coordinate archaeological activities on the site;
- promote an understanding of the historical and archaeological importance of the site;
- promote the site as a tourist destination;
- provide adequate facilities for the use of visitors; and
- use its best endeavours to secure financial assistance by way of grants, sponsorship and other means.

The Authority's Vision is that "the Port Arthur Historic Site Management Authority is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences".

The Authority's Statement of Purpose is "to conserve and enhance the heritage values of our World Heritage convict sites and to share the stories of these places and the people connected to them".

1.2 Management Framework

The Port Arthur Historic Sites (the Sites) are managed within the following hierarchical framework.

Statutory Listings

The Sites form part of the 11 Australian Convict Sites World Heritage Properties. This listing sees the Site protected and managed under the Australian Convict Site Strategic Management Framework (2018) which comprises legislative regimes across Australia's three levels of government including:

- *Environment Protection and Biodiversity Conservation Act 1999 (CWTH);*
- *Historic Cultural Heritage Act 1995, (TAS); and*
- *National Parks and Reserves Management Act 2002 (TAS).*

Legislation

In addition to the statutory listings the Sites are further governed by the following the legislation.

- *Port Arthur Historic Sites Management Act 1987 (TAS);*
- *National Parks and Wildlife Act 1970 (TAS);*
- *Government Business Enterprises Act 1995 (TAS); and*
- *Environment Protection and Biodiversity Conservation Act 1999 (CWTH)*

Governance

In recognition of the significance of the place, and in response to the legislative requirements arising from the statutory listing the following plans and policies guide the operation and management of PAHSMA:

- *Statutory Management Plan 2008;*
- *Landscape Management Plan 2002;*
- *Port Arthur Historic Site Conservation Management Plan 2000;*
- *Coal Mines Historic Site Masterplan 2013;*
- *Cascade Female Factory Conservation Management Plan 2007; and*
- *Aboriginal Heritage and Values Survey Report 2007.*

1.3 Site Description

The proposed works will be carried out at the Visitor Centre, Port Arthur Historic Site. The location of Port Arthur Historic Site is shown at Figure 1.



Figure 1 – Location and boundary of the Port Arthur Historic Site, Point Puer and Isle of the Dead; Garden Point; and the Port Arthur Water Supply.

Port Arthur Historic Site is located on the Arthur Highway, Port Arthur, Tasmania. Vehicular access to the site is generally restricted to PAHSMA and contractor vehicles only. A speed limit of maximum 20 km/h applies on the site and visitors are given right-of-way over vehicles.

Point Puer can be accessed by vehicle via Safety Cove Road (adjacent to the PAHSMA managed Carnarvon Bay foreshore area) or via the PAHSMA owned jetty. Vehicular access into the site is generally restricted to PAHSMA staff and contractors. Visitor access is encouraged to be by guided tour only.

The Isle of the Dead is only accessible via the PAHSMA owned jetty and only when accompanied by a tour guide or other PAHSMA staff member.

Garden Point can be accessed by vehicle via Garden Point Road. Part of the area is in use as the Port Arthur Holiday Park.

1.4 Working at a Place of Heritage Significance

Port Arthur Historic Site is a place of Local, State, National, and World Heritage significance. In order to uphold the heritage listings and meet statutory obligations, Contractors/Suppliers working at the Authority's sites are required to completely minimise any impact on heritage fabric (being any part of the historic built or natural environment). This includes adequate protection of any heritage fabric adjacent to the area of work, as required or as requested by the Authority.

If impact on heritage fabric is essential in the course of the Contractor's work, the Contractor is to first liaise with the Authority through the nominated contact (details below), so that the appropriate assessment and approvals process can be undertaken. **No impact on or intervention to heritage fabric is to be made without prior written approval from the Authority.**

1.5 Operational Hours

The Port Arthur Historic Site is open 7 days a week, 365 days a year. The site operates on seasonal hours, the summer season generally running from November to April, and the winter season from May to October.

The ruins, houses, and grounds opens to the public from 9:00am every day until dusk in winter (around 5:00pm) and 7:30pm in summer. Note that staff operate in the Visitor Centre from 7:00am onwards. After dusk, visitor access is restricted to the Visitor Centre and guided ghost tours of the site only.

In winter the ghost tours cease operation and return to the Visitor Centre by 9:30pm, in summer by 11:30pm. Every last Saturday of the month a paranormal ghost tour runs on site until around 12:30am.

With the exception of the paranormal tour nights, the Visitor Centre, including the restaurant, closes by 11:00pm in winter and 12:00am in summer.

The above tour and closing times are approximate and while all effort is made to stick to the scheduled times, occasionally closing of the site and the Visitor Centre is delayed, particularly during the peak summer season.

The Administration Building and Works Yard precinct are in operation from 6:00am to 6:00pm, Monday to Friday. However, there can be staff working outside of these hours, and the Warehouse in the Works Yard can be subject to operation 7 days a week during summer.

1.6 Site Contact

The site contact details are as follows:

James O'Regan

Infrastructure Manager

P: 03 6251 2372

M: 0475 909 001

E: james.oregan@portarthur.org.au

1.7 Site Access Procedures and Requirements

Building Access and Security:

Early hour access to the Visitor Centre building is through door D.237 on Level 2 (left of the main Level 2 entrance).

The PAVC uses both key and swipe card access systems and the building has an alarm and CCTV system. Access codes for the alarm system will be provided as required.

Access cards or keys issued to contractors for the purposes of undertaking the contract works are to be kept safe and secure at all times. Missing or damaged cards or keys are to be reported to the site contact immediately. **Failure to report missing cards or keys in a timely manner is a breach of security and may result in disciplinary action.** All access cards or keys issued as part of the contract works are to be returned no later than the contract completion date as per the RFQ Contract Information Table Part C (C24205_10-CLE).

Temporary access cards or keys must be signed out and signed back in at the end of the day. All temporary card or keys will be issued by, and are to be returned to, the site contact (or designated representative) and are not to be left unattended or unaccounted for.

The Contractor will ensure that the security of the works area, and of the site in general, is not compromised at any time as a result of their activities.

Hours of Work:

General daily cleaning of the PAVC public and office areas is to be completed after the PAVC closes at midnight (12:00pm) and before the PAVC opens at 8:00am, every day of the year.

Contractors will allow to re-programme their site visits as requested by the Authority (note: it is understood that the type of works under this contract require regular visits by the contractors. As such, any disruptions to scheduled visits will be kept to the minimum possible).

Uniforms:

Contractors' uniforms and/or identification tags are to be worn at all times when on site. Contractors will be neat and tidy in appearance.

Uniforms and/or clothing is to be suitable for the type of work involved and will be maintained to an acceptable standard.

External Window Access:

External window cleaning can be conducted outside the above identified Hours of Work, during normal site operational hours (see Section 1.5 for details).

Elevated Work Platform (EWP) access for external high window cleaning is to be kept to the formed gravel paths at the southern end of the PAVC. Access is not permitted on concrete slabs without prior consultation with PAHSMA. Overnight storage of EWP (prior to or post-cleaning) may be available in the Works Yard upon consultation with PAHSMA.

1.8 Vehicle Access and Parking

Vehicular access to the site is restricted to the Authority and approved Contractor/service vehicles only and is to be kept to the minimum necessary. All roads within the site are shared zones. A speed limit of maximum 20 km/h applies on the site and pedestrians are given right-of-way over vehicles. Contractors are expected to obey posted speed limits, road signage, and staff instruction at all times.

When working at the Visitor Centre, Contractors are permitted to park in the staff parking area on Level 0, beyond the boom gate. An access code for the boom gate will be provided. This level of the carpark is restricted access and includes the bus and coach drop-off/pick-up zone, as well as the loading bay area for the Visitor Centre. Contractors are to park in marked bays or approved areas only, and are not to block or restrict access to the bus zone or the loading bay during operational hours.

Parking on the historic site is restricted to approved staff and Contractor vehicles. Vehicles are to be parked on paved or gravelled areas only – parking on the grass is prohibited.

1.9 Environmental and Behavioural Impact

Contractors are required to minimise their impacts on the surrounding environment by appropriately disposing of all rubbish, chemicals, and/or trade-waste. Where required, Contractors will provide an impact assessment prior to any disposal.

Contractors are to leave their work site clean and tidy at the end of the day, and take all rubbish, tools, and surplus equipment with them, or store or dispose of it appropriately (two cleaners' cupboards are provided within the Visitor Centre for chemicals and small equipment, details are provided below).

Radios and/or other music emitting devices are not permitted to be used at Port Arthur Historic Site during operating hours.

Foul and/or defamatory language must not be used, particularly within the public spaces of the site. Bullying and/or violent behaviours by any employee, Contractor, or Subcontractor will not be tolerated by the Authority.

1.10 Flora and Fauna

PAHS is home to a number of protected flora and fauna species. As such, all vehicles are to be kept to designated paved and gravelled areas only, and personnel are to remain within approved areas of the site.

If there is a need for any wildlife rescue, relocation, or management, it is to be undertaken by approved Authority staff members. Any pest control issues are to be reported to the site contact.

The site is included under National Parks and Wildlife Reserve land. As such, no plant, animal, or artefact is to be removed from the site. Anyone found to be removing plant matter, animals, or artefacts from the site could be subject to a penalty.

1.11 Site Induction

Prior to commencing work, all new Contractors are to undergo a site induction. The site induction will be led by the nominated site contact or designated representative.

No Contractor or Contractor personnel are permitted on site without first completing the induction.

2 PORT ARTHUR VISITOR CENTRE (PAVC) CLEANING SERVICES

2.1 Background and Context

The Port Arthur Visitor Centre facilitates more than 300,000 visitors per year to the World Heritage listed Historic Site. In addition to these visitors, the Visitor Centre is also the start location for participants on the Three Capes Track, managed by the Tasmanian Parks and Wildlife Service. It is an integral part of the tourist experience at Port Arthur, and must be presented in the best possible condition for all users of the building.

As the current Visitor Centre cleaning services contract is due to expire in December, and to ensure that we remain compliant with statutory procurement and probity requirements, the Port Arthur Historic Site Management Authority (the Authority/PAHSMA) is undertaking to appoint a cleaning services contractor for the Visitor Centre through an open tender process. The successful supplier will meet or exceed all desirable and mandatory criteria as set out in the Request for Quote (RFQ C24205-10-CLE), offer value for money, and will consistently strive to assist PAHSMA in providing a world-class visitor experience and a safe and healthy working environment for all employees.

2.2 Terminology

PAHSMA and **the Authority** are both used to refer to the Port Arthur Historic Site Management Authority throughout this document.

The terms **Contractor** and **Supplier** are used interchangeably; both refer to the entity contracted to perform the works as per C24205-10-CLE – in this instance, the supplier of cleaning services to the Authority.

2.3 Objective

The objective of this procurement is to provide high quality cleaning services within and around the Visitor Centre to provide the best possible experience for all building occupants.

2.4 Target Outcomes

High-level standards of cleaning throughout the Visitor Centre; extra attention to detail in all public areas; consistent meeting of staff and visitor needs and expectations; and appropriate care and methodologies in areas such as the Interpretation Gallery.

3 ADMINISTRATION

3.1 Responsibility

The Supplier is responsible for the provision of:

- All cleaning apparatus and supplies, including chemicals;
- Cleaning of all surfaces and items listed in the attached Specification, adhering to the provided Cleaning Standards.

3.2 Contract Governance

PAHSMA's representative for this services contract will be the Infrastructure Manager, (currently, Mr James O'Regan). The Infrastructure Manager will liaise with the successful supplier on a regular basis throughout the duration of the contract.

3.3 Reporting Requirements

Reporting will be at a minimum a monthly email from the contractor to PAHSMA's Infrastructure Manager detailing any issues or concerns with the condition of rooms and structures, and reporting of any damage/excessive wear if required.

Any damage/excessive wear to surfaces, display cases, equipment, or any elements within the Interpretation Gallery is to be reported to PAHSMA's Infrastructure Manager as soon as possible.

3.4 Risk and Issues Management

Risk: *Unsatisfactory contractor performance*

Minimisation Strategy: Contractor performance will be managed throughout the term of the contract through regular reporting and review formally by the Infrastructure Manager and more informally by staff members and visitor comments. The impact of any breaches in expected performance will be minimised through effective communication between the Infrastructure Manager and the contractor's nominated services management team, and rapid implementation of resolutions/amendments.

Risk: *Inability to fulfil full contract term*

Minimisation Strategy: Contractors are required to provide assurance of continuity, availability, and accessibility as part of the Request for Quotation (RFQ) process. Any unexpected events will be managed on a case by case basis.

Risk: *Contamination or chemical/waste spill*

Minimisation Strategy: Contractors are required to dispose of waste into the suitable waste receptacles or, for hazardous materials, in a manner appropriate to the material. The impact of any spill or contamination is to be minimised through the use of proper containment, clean up, reporting, and remediation procedures.

Risk management throughout the term of the contract is the responsibility of PAHSMA's Infrastructure Manager, the Contractor's nominated services management team, and any personnel and sub-contractors employed or appointed by the Contractor.

Risk identification, review, and reporting is to follow approved PAHSMA procedures.

Any issues raised or identified throughout the term of the contract are to be reported and managed as per the Conditions of Contract outlined in Part F of the RFQ Contract Document.

3.5 Guidelines/Standards

Works are to be performed as per the Services Specification (below), and are to comply with the provisions of the Work Health and Safety Act 2012, the Work Health and Safety Regulations 2012, relevant Australian Standards and industry standards, and all other applicable Acts, Regulations, local laws and bylaws, and Codes of Practice.

Personnel working above 4.5 metres from the ground during cleaning of exterior windows are subject to Working at Heights training and requirements.

3.6 Quality Control

Informal review will be undertaken on a regular basis through the ability of the contractor to meet both PAHSMA staff and visitors' expectations.

More formal reviews will be undertaken by the Infrastructure Manager with the services management team on an as needs basis.

3.7 Sub-Consultants

The Consultant shall make allowance for the engagement of any necessary sub-consultants whether nominated by PAHSMA or otherwise identified in the Consultant's submission and include for the supervision and coordination of their services provided throughout the duration of the contract.

No sub-contractors are to commence works without prior written approval from PAHSMA.

SERVICES SPECIFICATION

Table 1: Cleaning Specification – Level 1

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
1.01	Site Entry/Exit	Floor (tiled)	Clean	
		Walls (painted)	Check Clean	
		Door (glass)	Clean	
		Windows	Check Clean	
		Door mat	Clean	
1.02	Stair 01	Floor (tiled)	Clean	
		Windows	Check Clean	
		Window ledge	Check Clean	
1.03	Foyer 01	Floor (tiled)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Windows	Check Clean	
		Rubbish bins	Empty + Clean	
		Vending machine	Clean	
1.04	Lift Lobby	Floor (tiled)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
1.05	Three Capes	Floor (carpet)	Clean	Deep Clean
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Glass entry	Check Clean	
		Rubbish bins	Empty + Clean	
		Bench seats	Check Clean	
1.06	Store 01	Floor (vinyl)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
1.07	Passage 01	Concrete	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
1.08	Lift	Floor (tiled)	Clean	
		Walls (stainless)	Clean	
		Door (stainless)	Clean	
1.10	TVIN (under stairs)	Floor (carpet)	Clean	Deep Clean
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Chairs	Check Clean	
		Rubbish bins	Empty + Clean	
1.11	Cleaner 01	Floor (vinyl)	Check Clean	
		Walls (painted)	Check Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
		Door (painted)	Check Clean	
1.12	Locker Room	Floor (vinyl)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Lockers (outside)	Check Clean	
		Lockers (inside)	Check Clean	
		Bench seats	Check Clean	
		Rubbish bins	Empty + Clean	
1.13	WC Lobby 01	Floor (vinyl)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Rubbish bins	Empty + Clean	
1.14	Female WC 01	Floor (vinyl)	Clean	
		Walls (lamine)	Check Clean	
		Doors (lamine)	Check Clean	
		Toilets	Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Mirrors	Check Clean	
		Rubbish bins	Empty + Clean	
		Sani disposal unit	Check Clean	
		Sharps disposal unit	Check Clean	
		Soap dispensers	Clean	
1.15	Male WC 01	Floor (vinyl)	Clean	
		Walls (lamine)	Check Clean	
		Doors (lamine)	Check Clean	
		Toilets	Clean	
		Urinals	Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Mirrors	Check Clean	
		Rubbish bins	Empty + Clean	
		Mirror	Clean	
		Sharps disposal unit	Check Clean	
		Soap dispenser	Clean	
1.16	Parent Room 01	Floor (vinyl)	Clean	
		Walls (lamine)	Check Clean	
		Door (painted)	Check Clean	
		Hand basin	Clean	
		Baby change table	Clean	
		Rubbish bin	Empty + Clean	
		Mirror	Check Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
		Nappy disposal unit	Clean	
		Sharps disposal unit	Check Clean	
		Soap dispenser	Clean	
1.17	UA WC 01	Floor (vinyl)	Clean	
		Walls (laminate)	Check Clean	
		Doors (laminate)	Check Clean	
		Toilet	Clean	
		Hand basin	Clean	
		Hand dryer	Clean	
		Baby change table	Clean	
		Rubbish bin	Empty + Clean	
		Mirror	Clean	
		Sani disposal unit	Check Clean	
		Sharps disposal unit	Clean	
1.18	Interpretation	Floor (carpet)	Clean	Deep Clean
		Floor (timber)	Clean	
		Walls (painted)	Check Clean	
		Display cabinet glass	Check Clean	
		All surfaces	Check + Report	
1.19	Escape passage	Floor (concrete)	Check Clean	
		Walls (concrete)	Check Clean	
		Door (painted)	Check Clean	
1.20	First aid room	Floor (vinyl)	Check Clean	
		Walls (painted)	Check Clean	
		Door (glass)	Check Clean	
		Cupboards	Check Clean	
		Sink	Check Clean	
		Sharps disposal unit	Check Clean	
		Soap Dispenser	Check Clean	
1.25	Staff Office	Floor (carpet)	Clean	Deep Clean
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Windows	Check Clean	
		Rubbish bins	Empty + Clean	
		Chairs	Check Clean	
1.26	Server Room	No cleaning required		
1.27	Store 02	Floor (vinyl)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Rubbish bin	Empty + Clean	
1.28	Staff Room	Floor (carpet/vinyl)	Clean	Deep Clean
		Walls (painted)	Check Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
		Door (painted)	Check Clean	
		Windows	Check Clean	
		Cupboards	Check Clean	
		Fridge	Check Clean	
		Microwave	Check Clean	
		Sink	Clean	
		Table	Clean	
		Chairs	Check Clean	
		Rubbish bin	Empty + Clean	
1.29	Meeting Room	Floor (carpet)	Clean	Deep Clean
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Windows	Check Clean	
		Cupboards	Check Clean	
		Table	Clean	
		Chairs	Check Clean	
		TV screen	Check Clean	
		Rubbish bin	Empty + Clean	
1.30	WC Lobby 02	Floor (vinyl)	Clean	
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
1.31	Female WC 02	Floor (vinyl)	Clean	
		Walls (laminate)	Check Clean	
		Door (laminate/painted)	Check Clean	
		Toilet	Clean	
		Hand dryer	Clean	
		Hand basin	Clean	
		Rubbish bin	Empty + Clean	
		Mirror	Check Clean	
		Sani disposal unit	Check Clean	
		Soap dispenser	Clean	
1.32	UA WC 01	Floor (vinyl)	Clean	
		Walls (laminate)	Check Clean	
		Door (laminate/painted)	Check Clean	
		Toilet	Clean	
		Shower	Clean	
		Hand dryer	Clean	
		Hand basin	Clean	
		Seat	Clean	
		Rubbish bin	Empty + Clean	
		Mirror	Check Clean	
		Sani disposal unit	Check Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
1.33	Male WC 02	Sharps unit	Clean	
		Soap dispenser	Clean	
		Floor (vinyl)	Clean	
		Walls (lamine)	Check Clean	
		Doors (lamine/painted)	Check Clean	
		Toilet	Clean	
		Urinal	Clean	
		Hand dryer	Clean	
		Hand basin	Clean	
		Rubbish bin	Empty + Clean	
		Mirror	Check Clean	
		Sharps unit	Clean	
		Soaps dispenser	Clean	
1.34	Plant Room	No cleaning required		
1.35	Shower	Floor (vinyl)	Check Clean	
		Walls (lamine)	Check Clean	
		Door (lamine/painted)	Check Clean	
		Shower	Check Clean	
		Hand basin	Check Clean	
		Mirror	Check Clean	
		Rubbish bin	Empty + Clean	
1.36	Office 05	Floor (carpet)	Clean	Deep Clean
		Walls (painted)	Check Clean	
		Door (painted)	Check Clean	
		Windows	Check Clean	
		Rubbish bin	Empty + Clean	
		Cupboard	Check Clean	
		Chair	Check Clean	
1.37	Departure Court	No cleaning required		

Table 2: Cleaning Specification – Level 2

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
2.01	Entry Airlock	Floor (carpet)	Clean	Deep Clean
		Walls (painted)	Check Clean	
		Door (glass)	Clean	
		Door mat	Clean	
2.02 2.03	Foyer	Floor (tiles)	Clean	
		Walls (paint)	Check Clean	
		Door (paint/glass)	Clean	
		Windows	Check Clean	
		High Windows	Check Clean	Clean
		Rubbish bins	Empty + Clean	
		Seats	Check Clean	
2.04	Ticketing	Floor (tiles)	Clean	
		Walls (paint)	Check Clean	
		Rubbish bins	Empty + Clean	
		Ticket counter	Clean	
		Chairs	Check Clean	
2.05	Office 01	Floor (carpet)	Clean	Deep Clean
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Chairs	Check Clean	
		Rubbish bins	Empty + Clean	
2.06 2.07	Gift Shop & Sale 02	Floor (carpet)	Clean	Deep Clean
		Windows	Check Clean	
		Rubbish bins	Empty + Clean	
2.08	Office 02	Floor (carpet)	Clean	Deep Clean
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Chairs	Check Clean	
		Rubbish bin	Empty + Clean	
2.09	Store 04	No cleaning required		
2.10	Lobby WC 03	Floor (tiles)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint)	Check Clean	
		Rubbish bin	Empty + Clean	
2.11	Female WC 03	Floor (tiles)	Clean	
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Toilets	Clean	
		Hand basins	Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
		Hand dryers	Clean	
		Mirror	Clean	
		Sani disposal units	Clean	
		Sharps disposal unit	Clean	
		Rubbish bin	Empty + Clean	
		Soap dispensers	Clean	
2.12	Male WC 03	Floor (vinyl)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	
		Toilets	Clean	
		Urinals	Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Sharps disposal unit	Clean	
		Mirror	Clean	
		Rubbish bin	Empty + Clean	
		Soap dispenser	Clean	
		2.13	UA WC 02	Floor (vinyl)
Walls (paint/laminate)	Check Clean			
Door (paint/laminate)	Check Clean			
Toilet	Clean			
Hand basin	Clean			
Hand dryer	Clean			
Rubbish bin	Empty + Clean			
Sani disposal unit	Clean			
Mirror	Clean			
Rubbish bin	Empty + Clean			
Soap dispenser	Clean			
2.14	Cafeteria	Floor (carpet)	Clean	Deep Clean
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Windows (floor to ceiling)	Check Clean	
		Fireplaces	Check Clean	
2.15	Cafeteria Deck	No cleaning required		
2.16	Cafeteria Court	No cleaning required		
2.17	Store	No cleaning required		
2.18	Cafeteria Kitchen	Floor (vinyl)	Monthly Deep Clean	
2.19	Cafeteria Preparation	Floor (vinyl)	Monthly Deep Clean	
2.20	Kitchen Store	No cleaning required		
2.21	Loading Bay	No cleaning required		

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
2.22	External Stair	No cleaning required		
2.24	Cellar	No cleaning required		
2.25	Office 03	Floor (vinyl)	Clean	
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Chairs	Check Clean	
		Window	Check Clean	
		Rubbish bin	Empty + Clean	
2.26	Dry Store	No cleaning required		
2.27	Office 04	Floor (vinyl)	Clean	
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Chair	Check Clean	
		Rubbish bin	Empty + Clean	
2.28	Delivery	Floor (vinyl)	Clean	
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Rubbish bin	Empty + Clean	
2.29	Staff Corridor & lockers	Floor (vinyl)	Clean	
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
		Rubbish bin	Empty + Clean	
2.30	Staff Change 01a-01b	Floor (vinyl)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	
		Toilets	Clean	
		Showers	Check Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Mirrors	Clean	
		Rubbish bins	Empty + Clean	
		Sani disposal unit	Clean	
		Soap dispensers	Clean	
2.31	WC Lobby 04	Floor (tiles)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	
		Rubbish bin	Empty + Clean	
2.32	Female WC 04	Floor (vinyl)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
		Toilets	Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Mirror	Clean	
		Sani disposal units	Clean	
		Sharps disposal unit	Clean	
		Rubbish bin	Empty + Clean	
		Soap dispenser	Clean	
2.33	Male WC 04	Floor (vinyl)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	
		Toilets	Clean	
		Urinals	Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Sharps disposal unit	Clean	
		Mirror	Clean	
		Rubbish bin	Empty + Clean	
		Soap dispensers	Clean	
2.34	UA WC 03	Floor (vinyl)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	
		Toilet	Clean	
		Hand basin	Clean	
		Hand dryer	Clean	
		Rubbish bin	Empty + Clean	
		Sani disposal unit	Clean	
		Mirror	Clean	
		Soap dispenser	Clean	
2.35	Restaurant	Floor (carpet)	Clean	Deep Clean
		Walls (paint)	Check Clean	
		Door (paint/glass)	Clean	
		Windows	Check Clean	
		Rubbish bin	Empty + Clean	
2.36	Sale 01	Floor (vinyl)	Clean	
		Walls (paint)	Check Clean	
		Rubbish bin	Empty + Clean	
		Chair	Check Clean	
2.37	Passage 02	Floor (tiles)	Clean	
		Walls (paint)	Check Clean	

CODE	ROOM / AREA	SURFACE	DAILY	6-MONTHLY
		Door (paint)	Check Clean	
		Mat	Clean	
2.38	Restaurant Kitchen	Floor (vinyl)	Monthly Deep Clean	
2.39	Cool Room	No cleaning required		
2.40	Waste	No cleaning required		
2.41	Staff Change	Floor (vinyl)	Clean	
		Walls (paint/laminate)	Check Clean	
		Door (paint/laminate)	Check Clean	
		Toilets	Clean	
		Showers	Check Clean	
		Hand basins	Clean	
		Hand dryers	Clean	
		Mirrors	Clean	
		Rubbish bins	Empty + Clean	
		Sani disposal unit	Clean	
		Soap dispensers	Clean	
2.42	Cleaner	Floor (vinyl)	Clean	
		Walls (paint)	Check Clean	
		Door (paint)	Check Clean	
-	Stair 01	Floor (tiled)	Clean	
		Windows	Check Clean	
		Window ledge	Check Clean	
-	Stair 02	Floor (concrete)	Clean	
		Walls (paint)	Check Clean	
-	Lift	Floors (tiled)	Clean	
		Walls (stainless)	Clean	
		Door (stainless)	Clean	
2.43	Arrival Court	No cleaning required		

Table 3: Cleaning Specification – External Windows

LEVEL	ROOM / AREA	CODE	GLASS	DAILY	3-MONTHLY
1	Site Entry & Exit	D.101	Floor to Ceiling (doors)	Check Clean	
	Site Entry & Exit	W.101a	Floor to Ceiling	Check Clean	
	Staff Room	W.102	High Window		Clean
	Office 05	W.102a	High Window		Clean
	Meeting	W.103	High Window		Clean
	Staff Office	W.104	High Window		Clean
	Departure Court	W.108	Floor to Ceiling	Check Clean	
2	Site entry	D.201	Floor to Ceiling (doors)	Check Clean	
	Site entry	W.201	Floor to Ceiling	Check Clean	
	Site entry	W.202	Floor to Ceiling	Check Clean	
	Gift Shop	W.203	Window	Check Clean	
	Site entry	W.219	High Window		Clean
	Loading Bay	W.205	Window		Clean
	Cafeteria Court	W.206	Floor to Ceiling	Check Clean	
	Cafeteria Court	D.226	Floor to Ceiling (doors)	Check Clean	
	Cafeteria	W.207	Floor to Ceiling	Check Clean	
	Cafeteria	W.208	Floor to Ceiling	Check Clean	
	Cafeteria Deck	W.209	Window	Check Clean	
	Cafeteria Deck	W.210	Window	Check Clean	
	Cafeteria Deck	W.211	Window	Check Clean	
	Cafeteria Deck	W.212	Window	Check Clean	
	Departure Court	W.213	High Window		Clean
	Stair 01	W.214	High Window		Clean
	Stair 01	W.215	High Window		Clean
	Restaurant	W.216	High Window		Clean
	Restaurant	W.217	High Window		Clean

CLEANING STANDARDS

1. HARD FLOORS (including external concrete and tiled floors)

1.1. Remove Debris

Pick up litter which cannot or should not be removed by suction cleaning. This could include paper towels, tissues, empty drinks cans, food and similar items.

1.2. Suction Clean or broom (including blow vacuum external areas)

Remove dry dust and soil using dry suction equipment or broom. This process includes floor edges and corners.

1.3. Damp Mop

Remove soil and dirt from hard floors using a mop and appropriate cleaning agent. When damp mopping during open hours, leave a dry margin for "traffic" to pass, for safety purposes, using appropriate warning signs at all times when floors are wet.

1.4. Spot Mop (Referred to as 'Check Clean' on Definition Sheet)

As part of the check cleaning process, remove spots, spillage or ingrained dirt from hard floors using the same method as for damp mopping.

1.5. Hand or Mechanical Scrub

The removal of ingrained dirt and soil from hard floor surfaces using the appropriate hand or mechanical scrubber.

REQUIRED OUTCOME MEASURES

- The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids.
- The floor is free of polish or other build-up at the edges and corners or in traffic lanes.
- The floor is free of spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.
- Polished or buffed floors are of a uniform lustre.
- Appropriate signage and precautions are taken regarding pedestrian safety on newly cleaned or wet floors.

2. SOFT FLOORS

2.1. Remove debris

Pick up litter which cannot or should not be removed by suction cleaning. This could include paper towels, tissues, empty drinks cans, food and similar items.

2.2. Suction Clean

Remove dry dust and soil using dry suction equipment. This process includes floor edges and corners.

2.3. Remove Spots and Spillages

Inspect area and remove all visible dust and debris, chewing gum, etc. from floors. Remove spills and stains from soft floor covering using as appropriate a neutral detergent /carpet shampoo/urine neutraliser solution. Leave appropriate warning sign of wet area. Vacuum when dry.

2.4. Deep Clean

The restoration of appearance and the removal of soil/stains from carpeting. Suction clean carpet prior to deep cleaning. Move furniture where possible. Protect the feet of furniture, which cannot be moved, with strips of cardboard or plastic. Spot clean heavy stains. Follow manufacturer's instructions for deep cleaning. A suitable cleaning product and method should be used which will not damage the fibre structure or colour of carpet. Care should be taken not to cause shrinkage or colour run. Open doors and windows where possible to assist drying. Suction clean carpet when dry. Use appropriate warning signs when floor is wet.

REQUIRED OUTCOME MEASURES

- The floor is free of dust, grit, litter, chewing gum, marks and spots, water or other liquids.
- The floor is free of stains, spots, scuffs or scratches on traffic lanes, around furniture and at pivot points.
- Inaccessible areas (edges, corners and around furniture) are free of dust, grit, lint and spots.
- Carpets are of an even appearance without flattened pile. After deep cleaning, there is no shrinkage, colour loss or embrittlement of fibres.
- Barrier matting zones are free from ingrained dust, dirt and stains.

3. TOILET, SINKS, BASINS, BATHS, SHOWERS, OUTSIDE OF SANI DISPOSAL UNITS, BABY CHANGE TABLES, TAPS & FIXTURES

3.1. Clean

Wearing rubber gloves, clear any debris. Damp clean using disposable paper/cloth, fresh solution of neutral detergent and hand hot water.

For toilets and urinals use sanitizer. Rinse all surfaces. Dry and polish the mirror, metal and ceramic surface.

This process applies to wash basins and surrounds, sinks and surrounds, showers, toilets, urinals, mirrors, soap and towel dispensers, outside of sanitary and sharps disposal units, baby change tables, toilet brushes and holders, partitions, pipes and fixtures.

Report dripping taps, chipped or cracked sanitary ware, loose fittings and any other faults to the Client.

3.2. Descale

Descale toilets/urinals following manufacturer's instructions.

REQUIRED OUTCOME MEASURES

- Porcelain, cubicle rails and plastic surfaces are free from smudges, smears, body fluids, soap build-up and mineral deposits.
- Metal surfaces, shower screens and mirrors are free from streaks, soil, smudges, soap build-up and oxide deposits.
- Wall tiles and wall fixtures (including soap dispensers and towel holders) are free of dust, grit, smudges/streaks, mould, soap build-up and mineral deposits.
- Shower screens/curtains and bath mats are free from stains, smudges, smears, odours, mould and body fluids.
- Plumbing fixtures are free of smudges, dust, soap build-up and mineral deposits.
- Bathroom fixtures are free from unpleasant or distasteful odours.

- Polished surfaces are of a uniform lustre.
- Sanitary disposal units are clean and functional.
- Consumable items are in sufficient supply.
- Waste is placed in appropriate receptacles.

4. FURNITURE, FIXTURES & FITTINGS, GLASS DISPLAY CASES & EQUIPMENT

4.1. Remove Debris

4.2. Damp Clean

Damp clean using disposable paper or disposable cloth immersed in hand hot water containing correctly measured cleaning solution and wring out as dry as possible. Change cleaning solution when dirty and at least once per 15 minutes and prior to moving to different location/area.

This process applies, but is not confined to desks, tables, chairs, cabinets, light switches, control panels, worktops, pictures, electrical equipment, radiators and pipe work, ledges, fire extinguishers, decorative plants, trees and containers.

4.3. Periodic cleaning according to type, (including fabric upholstered chairs)

To be performed in rotation and according to local specification/policy

4.4. Clean all Wheels and castors

To be performed in rotation and according to local specification/policy

REQUIRED OUTCOME MEASURES

- Hard surface furniture and displays, etc. - free of spots, soil, film, dust, fingerprints and spillage.
- Soft furnishings are free from stains, soil, film and dust.
- Furniture legs, wheels and castors are free from mop strings, soil, film, dust and cobwebs.
- Inaccessible areas (edges, corners, folds and crevices) are free of dust, grit, lint and spots.
- All high surfaces are free from dust and cobwebs.
- Equipment is free of tapes/plastic, etc., which may compromise cleaning.
- Furniture has no unpleasant or distasteful odour.
- Shelves, bench tops, cupboards, filing cabinets, desks and lockers are clean and free of dust, litter or stains.
- Internal plants are free of dust and litter.

5. LOW LEVEL SURFACES

5.1. Damp Clean

Damp clean using disposable paper or disposable cloth immersed in hand hot water containing correctly measured cleaning solution and wring out as dry as possible. Change cleaning solution when dirty and at least once per 15 minutes and prior to moving to different location/area.

This process applies to dado rails, window ledges, door frames, vents, partition ledges, pipes and skirtings and any other surface which might attract dust, graffiti and any form of spillage.

REQUIRED OUTCOME MEASURES

- Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs.
- Walls and ceilings are free of marks caused by furniture, equipment or people.
- Light switches are free of fingerprints, scuffs and any other marks.
- Light fittings are free of dust, grit, lint and cobwebs.

6. HIGH LEVEL SURFACES

6.1. Clean wall surfaces, ledges, cabinets, furnishings, appliances, pipes, direction signs and curtain rails

Use either suction cleaner or dust mop with appropriate attachments. Clean all accessible dry surfaces, including edges and corners. In sanitary areas, dust mop down to tile level and damp clean tiled area.

This process applies to high level internal glass surfaces, window ledges, partition ledges and any other surface which might attract dust, and any form of spillage.

REQUIRED OUTCOME MEASURES

- Internal and external walls and ceilings are free of dust, grit, lint, soil, film, graffiti and cobwebs.
- Walls and ceilings are free of marks caused by furniture, equipment or site users.

7. PAINTWORK - WALLS AND DOORS

7.1. Remove Marks

Damp clean using disposable paper or disposable cloth immersed in water containing correctly measured cleaning solution and wring out as dry as possible, remove all forms of soiling and graffiti. Change cleaning solution when dirty and prior to moving to a different location.

REQUIRED OUTCOME MEASURES

- Internal and external doors and doorframes are free of dust, grit, lint, chewing gum, soil, film, fingerprints and cobwebs.
- Doors and doorframes are free of marks caused by furniture, equipment or staff.
- Air vents, grilles and other ventilation outlets are kept unblocked and free of dust, grit, soil, film, cobwebs, scuffs and any other marks.
- Door tracks and door jambs are free of grit and other debris.

8. GLASS, MIRRORS AND CERAMIC WALL TILES

8.1. Clean

Damp clean using disposable paper or disposable cloth immersed in hand hot water containing correctly measured cleaning solution and wring out as dry as possible. Remove smears with dry disposable cloth/paper. Report cracked/broken glass to Client.

REQUIRED OUTCOME MEASURES

- Surfaces are free from dirt, dust, marks, smudges and smears

9. WINDOW BLINDS AND FLYSCREENS**9.1. Suction Clean**

Remove dry dust and soil using suction clean.

9.2. Remove and Clean**9.3. Opening and Closing mechanisms****REQUIRED OUTCOME MEASURES**

- Blinds and flyscreens are free from stains, dust, cobwebs, lint and signs of use or non-use. Cords shall be clean and knot free.

10. TOILETRIES AND DISPOSABLE PRODUCTS**10.1. Replenish Supplies**

Ensure sufficient supplies to cover requirements until next routine clean or check. Supplies include liquid hand soap, paper hand towels, paper rolls, toilet tissue and toilet rolls.

REQUIRED OUTCOME MEASURES

- Consumable items are in sufficient supply.

11. REFUSE**11.1. Collect and Dispose**

Collect and dispose of refuse from holders, and containers in accordance with local policy.

11.2. Clean Holders/Containers

Damp clean outside and then inside of holder/container with disposable paper or disposable cloth immersed in correctly measured solution of neutral detergent and wring out as dry as possible, removing all forms of soiling and graffiti and dry. Change solution when dirty and at each change of location. Large enclosed type receptacles are to be specially cleaned in accordance with local policy.

11.3. Replace Disposable Liners/Containers

To be performed in accordance with local policy.

REQUIRED OUTCOME MEASURES

- Waste/rubbish bins or containers are clean inside and out, free of stains and mechanically intact.
- Waste is removed and placed in the hopper(s) in accordance with local policy.

12. KITCHEN FIXTURES AND APPLIANCES (not commercial kitchens)**12.1. Clean Microwave Oven**

Damp clean inside of microwave oven. Remove and clean turntable.

Use disposable paper or disposable cloth product, hot water and detergent. Pay close attention to manufacturer's instructions for cleaning.

12.2. Clean Refrigerator and Water Cooler

Damp clean exterior. Use disposable paper or disposable cloth product, hot water and detergent.

12.3. Clean Kitchen Sink, Counter and Cabinet Doors

Damp clean using disposable paper/cloth, detergent and hot water.

Report dripping taps, drainage problems, loose fittings and any other faults to the Client.

13. CLEAN / CHECK CLEAN

Definition of Clean and Check Clean:

13.1. Clean

Indicates the thorough removal of adherent dust, soil, organic matter and the removal of stains from surfaces, furniture, fittings, floors, etc. to reach an acceptable standard using the agreed cleaning procedures.

13.2. Check Clean

This is a visual check of cleanliness, for spots, spillages, general debris etc. at a specified frequency. Sufficient cleaning should be carried out to restore the area or item to an acceptable standard using the agreed cleaning procedures.

14. WINDOWS

14.1. Internal

All entry doors (internal and external surfaces) to be cleaned daily and glass door surrounds (internal and external surfaces) check cleaned daily.

All internal windows to be check cleaned daily.

14.2. External

All external windows to be cleaned at frequency listed in the specification.

Some windows (listed as High Window in specification) are greater than 4.5 m from ground level and will require elevated work platforms (or other mechanical aid) for access. Access to appropriate lift areas must be organised with PAHSMA prior to commencing the work.

15. EXCLUSIONS

15.1. Commercial Kitchens (Daily Clean)

Kitchen staff will be responsible for the daily cleaning of commercial kitchen items and surfaces including hard floors, ovens, stove tops, food preparation surfaces, and storage areas including fridge/freezers.

Successful contractor will be responsible for a deep monthly clean of the kitchen floors only.

15.2. Staff Desks

Desks in staff offices, including computers, monitors and phones are to be cleaned by staff.

15.3. Interpretation Gallery Items

- Climate control units are installed above glass interpretation boxes and are not to be cleaned. These units will be serviced under a separate contract.
- Text panels, interpretation panels, and raw metal surfaces are not to be cleaned.

15.4. Emptying of Sani Bins / Sharps Units

Sani bins and sharps disposal units are to be check cleaned (wipe down outer surface), however not emptied. This is covered under a separate contract.