ANNEX A

DESCRIPTION OF WORKS AND SPECIFICATIONS

1.0 REQUIREMENT FOR PERFORMANMCE BASED FOR CLEANING SERVICES

1.1 Objective

a) The objective of the cleaning services is to provide a highly proficient, motivated and effective cleaning service in accordance with the specifications and expected cleaning outcomes, ensuring that the Premises are maintained in a safe, pleasant, clean and hygienic environment at all times during operating hours.

1.2 Contractor's accreditation/certifications

a) The Contractor shall maintain throughout the Contract Period a valid cleaning business licence issued by the relevant authority, together with all applicable certifications, accreditations and registrations required under applicable law and/or specified in this Contract:

- Valid cleaning business license (Class 1), certification under the Enhanced Clean Mark Accreditation Scheme with a minimum 'Clean Mark Silver Award' or any other equivalent accreditation, subject to changes in local regulations.

- BCA registered as a work head of FM02-Housekeeping, Cleansing, Desilting & Conservancy Service and L6 Grading.

b) The Contractor shall maintain all necessary records as required under applicable local statutory requirements and legislation. A copy of the relevant documentation shall be provided to NKF upon written request.

The Contractor shall promptly notify NKF in writing if any such licence, certification, accreditation or registration is suspended, revoked, expired, or otherwise ceases to be valid or applicable during the Contract Period. The Contractor shall provide NKF with evidence of renewal or validity upon request.

1.3 General Requirement

The Contractor shall provide the following in relation to the Premises:

a) cleaning services;

b) hygiene/washroom services;

The Contractor shall implement appropriate strategies for the effective planning and execution of the cleaning services including staffing arrangements, development of procedures, maintenance regimes, and other related activities, to ensure that all cleaning works are carried out effectively and that the Premises are maintained in a clean condition at all times.

The cleaning services shall comprise both planned periodic cleaning and reactive cleaning as required, in response to incidents such as, but not be limited to, spills and other occurrences within the Premises.

The Contractor shall be responsible for the general cleaning and housekeeping of all areas within the Premises, including external areas. This responsibility shall also extend to the cleaning and upkeep of all Furniture, Fittings and Equipment (FF&E).

The cleaning services requirements shall include, but not be limited to the following:

a) To provide planned and reactive internal and external cleaning services at the Premises;

b) To provide competent cleaners to perform the cleaning services at the common areas;

c) To provide periodic cleaning services, including the provision of cleaning teams for all areas, as required, to meet the standards set out in this Contract;

d) To provide all cleaning materials, consumables, hygiene supplies, air fresheners, sanitary bins, sanitizers and waste management services necessary to perform the cleaning services;

e) To comply with all prevailing legislation and safety regulations;

f) To collect recyclable items such as paper/plastic/cans from recycling points and manage the recycling process (where applicable);

g) To ensure that all Supervisors and Cleaners attend training programmes conducted by the NKF Infection Control Team, followed by three (3) days on-the-job training in the Dialysis Centre.

1.3.1 Method statements

Method statements for all tasks to be performed under the cleaning services shall be submitted to NKF for review at least two weeks prior to the commencement of Contract.

1.3.2 Provision of Labour

The Contractor shall deploy sufficient cleaners to the Premises to achieve the required standards as described below:

(a) Clean the lifts (where applicable);

(b) Check and clean the toilets regularly, to maintain cleanliness throughout the operation hours;

(c) Check the toilets to ensure that toiletries are replenished and available throughout the operation hours;

(d) Clear chokes in the urinals, toilet bowls, gutters, floor traps, common drains, etc; In the event of severe chokes, the Contractor shall immediately inform NKF Officer-in-Charge so that a term plumber can be arranged to rectify the issue.

(e) Clean the drop-off point, front and rear building entrances, lobbies, open staircases (internal building), designated smoking corners (if any) and other common areas of the Premises to ensure that these areas are free from litter and maintained in a clean condition;

(f) Check and spot-clean any spillages identified, including those reported by NKF;

(g) Clean up any overflow of wastewater to the common areas, including those reported by NKF;

(h) Mop and dry building entrances, open lobbies, and other affected areas on rainy days;

ANNEX A

(i) Clean all furniture and artificial plants in the common areas;

(j) Clean all furniture, fittings and fixtures in offices, training/meeting Rooms, the Fire Command Centre, auditorium and security counters;

(k) Clean all assigned Dialysis Centres;

(l) Clean artworks, pictures, noticeboards, directories, signages and posters, and other related fixtures & fittings;

(m) Execute any other cleaning tasks as may be reasonably instructed by NKF provided that such tasks are within, or reasonably related to, the scope of the Cleaning Services under the Contract.

(n) Disinfect all high-touch areas

A list containing the particulars of the cleaners shall be prepared and submitted to NKF before any cleaner is permitted to commence work at the assigned Premises. The Contractor shall notify NKF whenever there is any in the deployed cleaners.

The Contractor shall ensure that its employees perform the cleaning services to the required standard in accordance with the Contractor's obligations, and while carrying out such services, comply with all applicable statutory provisions and regulatory requirements.

The Contractor shall ensure that all cleaners working in the Premises are adequately trained, medically certified as fit and competent to carry out their assigned tasks. NKF reserves the right to object to the deployment of any cleaner or instruct the Contractor to remove from the concerned Premises any person employed by the Contractor who has failed to conduct himself or herself satisfactorily or whose continued employment at the Premises is otherwise considered by NKF to be reasonably considered by NKF, on grounds relating to safety, security, conduct, performance or the proper operation of the Premises, to be unsuitable for deployment.

The Contractor shall provide its employees with uniforms that are reasonably acceptable to NKF. The Contractor shall ensure that its employees are dressed in the prescribed uniforms and wear appropriate covered footwear at all times while on the Premises.

The Contractor shall ensure that the staff deployed are competent to perform their assigned tasks and meet the minimum training requirements stipulated under the Enhanced Clean Mark Accreditation Scheme. The Contractor shall maintain all required records and documentation and furnish copies to NKF upon request.

The Contractor shall ensure that all staff undergo annual (Yearly) Hepatitis B screening. Where a staff member's anti-HBs antibody level is below 10 mIU/mL, the staff member shall be immunized in accordance with the Ministry of Health's guidelines. All staff shall also be vaccinated against the followings:

- Measles
- Diphtheria
- Influenzas – Yearly
- Varicella

The Contractor shall bear all costs of the blood tests and immunizations. The Contractor shall submit the Hepatitis B screening and vaccination records to the PFM/Nurse Manager for verification.

The Contractor shall conduct mask-fitting exercises for all cleaners (including permanent staff, replacement staff, and floaters) prior to the commencement of work at NKF Dialysis Centres and shall maintain proper records for the mask sizes assigned to each cleaner.

The Contractor shall deploy only female cleaners to clean the female toilets at HQ and IRC.

The Contractor shall deploy cleaners on Sundays from 7:00am to 11:30pm if the Centre operates on Sunday.

The Contractor shall deploy cleaners on Public Holidays at no additional cost to NKF.

Cleaners deployed at the Dialysis Centre shall report to the Nurse Manager and all instructions shall be received from the Nurse Manager.

NKF may request the urgent deployment of an ad-hoc cleaner on Sundays or Public Holidays. The Contractor shall ensure that such deployment is carried out within three (3) hours of the request.

1.3.3 Cleaning Equipment, Materials and Consumables

The Contractor shall provide all materials, equipment and consumables required for the provision of cleaning services in all areas.

The Contractor shall ensure that all cleaning tools and equipment comply with the Workplace Safety and Health Act 2006 and all prevailing amendments.

All equipment, machines and tools provided for carrying out the cleaning services shall be fit for purpose, of good quality industrial quality, and maintained in a safe condition and good working order at all times.

The Contractor shall supply an additional two (2) mircrofibre mop heads for each Dialysis Centre or provide additional mop heads as and when required.

Samples of all cleaning materials, together with the relevant Safety Data Sheets (SDS), shall be submitted to NKF free of charge, for approval prior to their deployment for use during the Contract period.

The Contractor shall provide and maintain an adequate supply appropriate toilet jumbo roll dispensers and soap dispensers at all times during operation hours to ensure that the required provisions under this Contract are met.

1.3.4 Cleaning Compliance

The Contractor shall avoid closing common areas for cleaning during peak hours to minimize disruption to users of the Premises.

The Contractor shall provide NKF with sufficient notice of its intention to carry out any periodic cleaning works prior to the commencement of such works.

Reactive cleaning services shall be available on demand at all times during the Premises' operating hours. Any emergency call-back required after operation hours shall be charged separately.

A Supervisor on Duty shall be assigned to oversee the cleaning services. The Supervisor shall liaise closely with NKF's designated staff and other relevant personnel at the

Premises and shall be available to attend any assessments and inspections as required by NKF. The Supervisor shall possess the necessary knowledge and authority to make decisions and resolve issues promptly.

The Contractor shall assess the competency of all cleaners through its supervisors on a quarterly basis or as and when required and ensure that such assessments are completed in a timely manner.

NKF reserves the right to reject any cleaner deployed to its Dialysis Centres if a cleaner is found to be in breach of the Workplace Safety and Health requirements and /or is deemed non-compliant by the Nurse Manager. The Contractor shall promptly replace any rejected cleaner at no additional cost to NKF.

The Nurse Manager shall carry out regular compliance checks on the cleaners' work performance, job scope and assigned work areas, and shall notify the cleaning supervisor of any non-compliance detected.

1.3.5 Compliance with Relevant Legislations

The Contractor shall comply with the prevailing Workplace Safety and Health Act and all other applicable legislation, including but not limited to the Employment Act, Central Provident Fund (CPF) Act, Work Injury Compensation Act (WICA) or any other safety requirements issued by Ministry of Manpower (MOM). The Contractor shall ensure that the following safety measures are implemented throughout the course of the Services:

a) Before using electrical or mechanical equipment, the Contractor shall ensure that such equipment is safe, fit for use, and in good working order. Where any electrical equipment is connected to the Premises' power supply, a Residual Current Device (RCD) shall be used at all times. This equipment shall apply regardless of whether the equipment is provided by the Contractor or any third party. When required by applicable legislation, the Contractor shall obtain the necessary Permit-to-Work before commencing the relevant work.

b) Appropriate warning notices and safety signage shall be prominently displayed in all areas where cleaning activities may pose a hazard to persons, including but not limited to, the use of overhead cradles, wet floor areas or trailing electrical leads across walkways.

c) proper and secure storage of all cleaning agents, tools and equipment shall be maintained at all times. The storage areas shall be adequately ventilated which commensurate with the contents stored and fire safety precautionary measures shall be implemented for inflammable items. A copy of the SDS (Safety Data Sheet) is to be kept on site at all times; and

d) Floors shall be dried promptly after washing or mopping, including the use of blowers where necessary, to minimize the risk of slips and falls. Where immediate drying is not practicable, the Contractor shall implement appropriate safety measures, including the display of warning signs and barriers where necessary, to alert users during the cleaning process.

1.3.6 Assessment Requirements for HQ and IRC

1.3.6.1 NKF shall conduct regular joint inspections with the Supervisor on Duty. A scoring matrix checklist, as set out in Annex J, shall be used to assess the

quality of the cleaning services. The Contractor shall achieve a minimum score of 80% for each inspection.

1.3.6.2 The fortnightly (excluding weekends) liquidated damages for performance-based standards shall be calculated based on the following:

Computation of fortnightly Liquidated Damages for Performance-Based Standards	
1	Fortnightly joint inspection will be carried out based on the Performance will be carried out based on the Performance Checklist - 1A
2	Fortnightly Performance Rating for each Performance Checklist shall subject to the weightage based on Table 1
3	Overall Fortnightly Rating shall be computed based on the Formula For Computation of Overall Fortnightly Performance Rating

Appendix	**Area of Inspection**	**Weightage**
1	General & Common Areas	40%
2	Toilets	20%
3	Dialysis Centre	40%

Formula For Computation of Overall Fortnightly Performance Rating		
Overall Fortnightly Performance Rating	=	(Appendix 1's Score x 40%) + (Appendix 2's Score x 20%) + (Appendix 3's Score 40%)

Score	**Payment**
>75% to <80%	= deduct of 0.5% of monthly contract sum
> 70% to <75%	= deduct of 1% of monthly contract sum
<70% to <65%	= deduct of 1.5% of monthly contract sum
>65%	= deduct of 2% of monthly contract sum

1.3.7 Progressive Wage Model (PWM)

The Contractor shall ensure full compliance with the mandatory Progressive Wage Model (PWM) requirements for healthcare cleaners, including the prescribed PWM wage ladder, annual PWM bonuses and structured career progression requirements.

2.0 PERFORMANCE INSPECTION AND REPORTS

2.1 Inspection

a. The Contractor shall carry out detailed inspections on a weekly basis from the commencement of the Contract. A completed inspection report shall be submitted electronically using the checklist in the format set out in **Annex J.**

b. The Contractor shall conduct the inspections jointly with an authorized representative of NKF and shall report any incidents or observations that may pose a risk of injury or illness.

2.2 Toilet Inspection

a. The Contractor shall designate supervisors to carry out toilet inspections. Each toilet shall be inspected by a supervisor **at least two (2) times** per day, or more frequently where the toilets are heavily used. Records of all inspections shall be maintained using the prescribed cleaning checklist and displayed behind the door of each toilet. The Contractor shall make the inspection records available to NKF's Authorised Representative or any relevant public health authority upon request.

3.0 PERFORMANCE STANDARD

3.1 The Performance Standards shall form an integral part of the Contract and shall be read and construed accordingly. The Contractor shall comply with these Performance Standards in the performance of the Cleaning Services under the Contract.

3.2 The objective of the Performance Standards is to set out the minimum requirements for the materials, workmanship and resources to be provided by the Contractor in performing the Cleaning Services to a professional standard and an acceptable level of quality. The Performance Standards are intended to ensure:

a) NKF's satisfaction with the cleaning and housekeeping services provided at the Building and Dialysis Centres;

b) Prompt response to any change in the site layout or operational requirements of the Building and Dialysis Centres;

c) That the Cleaning Services are carried out with due care, skill, and diligence expected of a professional contractor experienced in providing such services;

d) Compliance with all directions, instructions and requirements issued by NKF; and

e) The provision of information to NKF, upon request, regarding the manner and timing of the performance of the Cleaning Services.

f) Strict compliance with all applicable statutory and regulatory requirements, particularly those relating to workplace safety and health. The Contractor shall take all necessary safety precautions to ensure the safety of NKF, its employees, the Contractor's employees, and members of the public while carrying out the Services.

g) Provision of skills training and certification under the Workforce Skills Qualifications (WSQ) framework administered by SkillsFuture Singapore (SSG), where applicable.

h) Adoption of industry best practices;

i) Reduction of risks to NKF, its authorized representative and its appointed managing agent;

j) Preservation of the value of the Premises and its assets;

k) Adoption and use of technology to improve productivity; and

l) Reduction of operational costs.

3.3 The Contractor acknowledges and agrees that its performance under the Contract shall be measured against the performance standards and criteria specified in this Contract or as otherwise agreed by NKF at the commencement of the Contract.

3.4 The granting of any approval, or the giving of any direction, instruction or information by NKF and the Contractor's compliance with such approval, direction, instruction, or any information, shall not relieve, diminish or otherwise affect the Contractor's sole responsibility for the proper performance of the Services in accordance with the Contract.

4.0 WORKING HOURS AND MINIMUM NUMBER OF CLEANERS

4.1 The Contractor shall provide all supervisors, cleaners, materials, tools, machinery, equipment, and all other resources necessary for the efficient execution of the Cleaning Services in accordance with the Conditions of Contract and Specifications, to the full satisfaction of NKF.

The Contractor may deploy additional supervisors and/or cleaners whenever deemed necessary to achieve the required cleaning standards, at no additional cost to NKF. Any additional manpower proposed for deployment shall be included in the manpower deployment list and submitted to NKF for approval prior to deployment at the Premises.

4.2 The Contractor shall carry out all cleaning services at the Premises during the operating hours specified in this Contract or at such other times as may be agreed with NKF prior to the commencement of the Contract.

4.3 The Contractor shall perform the Cleaning Services based on the minimum manpower strength and work shifts specified in the table below. The required personnel shall be stationed full-time at each Premises to carry out the daily cleaning services.

ANNEX A

All Dialysis Centers	Working Hours	Minimum Manpower Strength	Remarks
Mondays to Saturdays (Include Public Holidays)	7:00am to 3:00pm or 6:00am to 3:00pm (1st Shift)	1 Cleaner	Reporting at 6:00am only applies to 628 Hougang, 326 Clementi, 365 Woodlands on Tuesdays, Thursday and Saturdays, other days remain the same.
Mondays to Saturdays (Include Public Holidays)	11:00am to 7:00pm (Mid Shift)	1 Cleaner	Punggol Oasis Terrace, One Punggol, 114 Hougang, 633 Ang Mo Kio, 113A Bukit Batok West, Yew Tee, Serangoon Polyclinic & 225 Toa Payoh only
Mondays to Saturdays (Include Public Holidays)	3:00pm to 11:30pm (2nd Shift)	1 Cleaner	
Integrated Renal Centre	Working Hours	Minimum Manpower Strength	
Mondays to Fridays (Exclude Public Holidays)	8:00am to 4:00pm (1st Shift)	1 Supervisor + 3 Cleaners	
Mondays to Fridays (Exclude Public Holidays)	4:00pm to 8:00pm (2nd Shift)	1 Supervisor + 3 Cleaners	
Saturdays	8:00am to 1:00pm	1 Supervisor + 3 Cleaners	
NKF Centre	Working Hours	Minimum Manpower Strength	
Mondays to Fridays (Exclude Public Holidays)	7:00am to 4:00pm (1st Shift)	1 Supervisor + 4 Cleaners	
Mondays to Fridays (Exclude Public Holidays)	4:00pm to 7:00pm (2nd Shift)	1 Supervisor + 4 Cleaners	

ANNEX A

NKF STORE (Joo Seng)	Weekly cleaning (Office hour)	1 cleaner	