RFP NO: 20261001

ANNEX H

SCOPE OF WORK FOR NKF DIALYSIS CENTRE

The Contractor is required to provide cleaning services to maintain the cleanliness of the NKF Dialysis Centres.

The contractor shall station a total of two (2) cleaners at each of the Dialysis Centre (DC) during the operating hours, one (1) during each shift from Monday to Saturdays, public holidays included. The working hours of each shift as follows:

- **0700hrs to 1500 hrs or 0600hrs to 1500 hrs (AM Shift)**
- **1100 hrs to 1900 hrs (Mid Shift – only 30 stations or more)**
- **1500hrs to 2330 hrs (PM shift)**

The once-a-month periodic cleaning (Deep Cleaning) shall be performed by a team of minimally four (4) cleaners on a Sunday for each DC. Each team must be guided by a Cleaning Supervisor.

The contractor is required to provide/deploy 5 full-time Cleaning Supervisors (Per zone – East/Central/North/North-East/West) to oversee manpower training & deployment; quality assurance & controls.

The Cleaning Supervisors assigned to NKF shall be fully conversant with all aspects of Environmental Hygiene requirements stipulated by the relevant authorities, namely MOH and NEA.

At Patient Treatment Area – sweeping of floor or any form of cleaning that generates dust (earth or fine/dry particles) are prohibited during clinical procedures namely starting and ending cycles of each dialysis treatment.

The successful Contractor is required to carry out the following:

(a) Supervisors / cleaners to attend training program (half day theory conducted in NKF HQ followed by on-the-job training in the dialysis centre). This applies to new vendors engaged by NKF.

(b) Keep and submit training record of every cleaner to Property & Facilities Management (PFM).

(c) Supervisor will mentor and perform competency assessments for cleaners every half yearly. The competency assessment should be submitted to PFM.

(d) Supervisor to orientate all new cleaners and submit competency form upon the completion of on job training to PFM.

(e) Conduct quarterly audit on cleaning. Audit report/results are to be submitted to the Nurse Manager of the dialysis center and to PFM.

(f) Supervisor to perform weekly checks on cleaning and fortnightly checks with Facilities Management Executive. The Checklist to be submitted on a monthly basis to PFM.

(g) Provide updated MSDS (with QR code) for the cleaning disinfectants used.

(h) Provide dilution table for the DCs. Cleaners and DC staff have to be kept informed if there are any changes to the protocol or type of cleaning disinfectants used.

(i) Contractor shall conduct mask-fitting tests, provide masks of the appropriate sizes, and submit all fitting records to DC.

ANNEX H

1.0 FREQUENCY OF CLEANING

Daily

(a) To sweep and mop all floor within the centre (dialysis areas required three times a day) using equivalent recommended disinfection solution.

(b) To sweep the external areas, including corridor & aluminium grille area.

(c) To mop each cubicle after each patient's dialysis treatment using equivalent recommended disinfection solution with designated mop.

(d) To empty all bins and clear all refuse, especially food refuse & Biohazard waste from the DC. To put on Personal Protection Equipment (PPE) (ie. gloves, gowns, proper foot-wear etc.) when clearing the waste.

(e) To wipe and clean all tables, counters, wall fans, furniture & office fixtures including door handles.

(f) To spot clean and remove all finger marks and smudges on wall and glass/fixtures.

(g) To descale toilets (including walls and floors) with approved cleaning agent and clear the toilets twice a day.

(h) To clean the surface of the water dispensers and empty the water in the dispenser tray in the pantry.

(i) To keep pantry dry and clean.

(j) To dispose carton cardboards into designed DC holding areas.

(k) To clean & scrub the wash basin after every patient's shift and as and when necessary

Weekly

(a) To clean NKF plaque at the main entrance.

(b) To damp dust all cupboards, shelves, edges, glass panels, etc.

(c) To damp dust outside windows, ledges and cornices.

(d) To clean all internal glass surfaces.

(e) To clean store/clean utility room.

(f) To wipe and clean all painting frames, artifacts & etc.

(g) To clean fridge at Pantry.

(h) To damp dust & clean waste bins

(i) To damp dust external railing and wheelchair bay

(j) To clean & dust all display items (eg. artifact etc.).

ANNEX H

Monthly

(a) To carry out deep cleaning of the centre within one (1) day.

(b) To damp dust all high unreachable areas, including air-conditioning units, televisions, beam lights, ledges, window blinds, all external exhaust air grilles etc.

(c) Thorough cleaning of all washrooms including wall tiles and wash basins.

(d) To clean and wipe all window panels and ledges (internal and external).

(e) To clean main signage and any other signages, wall tiles & exhaust fans.

(f) To clean and wash rear of block area including waste storage & CU area especially CU door & door handle.

(g) Wiping of all furniture and fixtures, including cabinets, lockers, wall fixtures, television, etc.

(h) Wiping & polishing stainless steel cabinets / compartments and wash basins.

(i) Thorough scrubbing of floor tiles with appropriate cleaning chemicals (internal).

(j) To high dust lamp cover if any

(k) To clean & dust all light holder corners.

(l) To clean the Bio-Hazard / Waste Room and other vent rooms.

(m) To clean General & biohazard bins in the DCs.

Note : All works are to be carried out on Sunday and to complete within a day.

2.0 **INCLUSION** - **Supply of black trash bag / cleaning equivalent recommended disinfection solution**
- **Supply of FULL PPE (N95 Mask, Face Shield, Gown, Gloves)** during toilet cleaning or disease outbreak/Pandemic
- **Supply of 4-point PPE (Surgical Mask, Visor, Apron, Gloves)** during cleaning of other areas

3.0 **EXCLUSION**
- Removal of bulky waste
- Supply of waste receptacles, bacteria or blood disinfectant
- Supply of yellow bag

5.0 TYPES OF CLEANING ITEMS

i. Cleaning Agents – 5.25% Bleach or equivalent
ii. Flat Mop/ microfiber mop (Isolation/ Hep B)
iii. Cleaning Trolley
iv. Buckets (segregation of Clean/ Isolation/ Hep B)
v. Color Coded Cleaning Cloth (refer to **Annex C.2**)
vi. String mops