

HONG KONG EDUCATION CITY LIMITED

Invitation to Tender

Tender Reference: TD26-005

Provision of Cleaning Services for the Office Premises

<DOCUMENT 5> SPECIFICATION

1. Company Background

1.1 Hong Kong Education City Limited (EdCity) operates the portal EdCity.hk which provides school teachers and students with education resources and supports teachers' professional development.

2. Objectives

2.1 The office premises are a 7-storey school site located at Estate School, No.5, Sha_Kok Estate, Shatin, N.T. We aim to procure cleaning services for the office Building.

3. Scope of Services

3.1 General Cleaning Services

(a) The Contractor shall deploy four (4) General Cleaners to perform daily general cleaning duties across the seven-storey office building. Detailed duties are set out in Appendix A Service Details.

(b) The tentative work schedule of general cleaning service are stated below:

General Cleaner	No. of General Cleaner	Working Day (Tentative)	No. of Working Days Per Week	Working Hours Per Day (included 1-hour meal time)
Cleaner A	2	Monday to Friday	5	9 hours
Cleaner B	1	Monday to Friday	5	9 hours
Cleaner C	1	Monday to Friday	6	9 hours
		Saturday		12 hours

(c) The working time of the General Cleaners is within the time range from 7:00am to 7:00pm tentatively.

(d) The exact work schedule of each General Cleaner will be confirmed by EdCity upon confirmation of the Contract.

(e) General Cleaners do not need to work on public holidays.

(f) Depending on actual needs, Cleaner B will perform overtime work on Saturdays on an ad hoc employment basis when necessary.

3.2 Deep Cleaning Services

Provide deep cleaning services including the following to upkeep the cleaning standard of the Building from time to time. For details of Deep Cleaning Services, please refer to Appendix A – Service Details.

3.2.1 Carpet cleaning

3.2.2 Pest Control

- 3.2.3 High-level internal cleaning
- 3.2.4 High-level external cleaning
- 3.2.5 Upholstery (sofa) cleaning.
- 3.2.6 Floor tile cleaning
- 3.2.7 Curtain cleaning
- 3.2.8 Chair cleaning
- 3.2.9 Air conditioner balcony cleaning

3.3 Optional Cleaning Service

Upon EdCity's request, the Contractor shall provide the following optional services:

- (a) Extra General Cleaners (additional manpower beyond the four base cleaners, charged at the rates specified in **Document 10 – Price Proposal**).

4 Contract Period

- 4.1 The contract shall be for a fixed term of 24 months, commencing on 1 September 2026 and expiring on 31 August 2028.
- 4.2 The Contractor shall ensure a smooth transition and take-over of the cleaning work from the previous Contractor prior to the commencement of the Contract.

5 Contractor Profile and Requirements

- 5.1 The Contractor should be a registered and licensed Contractor. Appropriate documents/Certificates issued from appropriate authorities should be enclosed to support this.
- 5.2 The Contractor should have a minimum of ten years' experience in providing similar type of Services.
- 5.3 The Contractor shall upon commencement of this Contract furnish the Manager with a deployment list of its General Cleaners detailing their areas of responsibilities and working hours and inform the Manager immediately on any changes of General Cleaners.
- 5.4 The Contractor shall maintain a day-to-day attendance record of General Cleaners and the said record should be readily available for inspection by the Manager.
- 5.5 The Contractor shall maintain and provide a cleansing schedule once a month to the Manager before commencement of each month.
- 5.6 Pursuant to Hong Kong Special Administrative Region's Occupational Safety and Health Ordinance (Cap 509) Section 6(1), Contractor must ensure the safety and health of its Operatives employed for the execution of this contract. Contractor must provide adequate safety facilities, measures and guidance to its Operatives to perform their duties, especially during the outbreak of infectious diseases, adverse weather conditions, traffic interruption, emergencies or working environment with potential risk such as working at height and slopes, in order to draw their attention to personal/public health and safety. The Contractor shall refrain the Operatives from working in the Building due to sickness or exceptional conditions as aforesaid mentioned and arrange a replacement to deliver the contractual services to EdCity. The Contractor shall also ensure the Operatives to observe EdCity's guidelines on safety and health at all times.

- 5.7 For avoidance of doubt, in no circumstances shall the Contractor's Operatives be considered as EdCity's employees and the Contractor is solely responsible for all benefits and payments to be provided and payable to the Operatives.

6 Wages and benefits of the Operatives

- 6.1 The Contractor itself and the assigned Operatives provided by the Contractor performing the service to EdCity have no employment relationship with EdCity. Accordingly, the Contractor shall be solely responsible for any failure to fulfill the statutory obligations of the Hong Kong Special Administration Region including but not limited to Employment Ordinance and Employee Compensation Ordinance, and shall indemnify EdCity against all such liabilities, which are likely to arise out of the Contractor's failure to fulfill such statutory obligations. The Contractor shall fully indemnify EdCity in respect of any breach of this clause.
- 6.2 The Contractor shall comply with all statutory requirements pertaining to minimum wages and other statutory benefits, and proper account of payments including minimum wages being made to the Operatives of the Contractor. In any event, the rate of wages of the contractor's Operatives shall not be less than the Statutory Minimum Wage rate as stated by the Hong Kong Special Administrative Region government.
- 6.3 The Contractor shall provide sufficient insurance coverage for the assigned Operatives provided by the Contractor performing the service to EdCity.
- 6.4 All the full time General Cleaners shall enjoy the followings as minimum requirements:
- a) One paid rest day in every period of seven days;
 - b) Paid statutory holidays as per Employment Ordinance;
 - c) Paid Annual Leaves as per Employment Ordinance;
 - d) Paid meal hour;
- 6.5 In the event of default being made in the payment of any wage or other money to any person employed by the Contractor for the performance of this Contract or in respect of this Contract and if a claim in respect thereof is filed in the office of the Labour Department or the Labour Tribunal and proof thereof is furnished to the satisfaction of the Commissioner for Labour or the Labour Tribunal or EdCity, EdCity shall be entitled to, and the Contractor hereby irrevocably authorizes EdCity to, failing payment of the said money by the Contractor, make payment of such claim to the said Commissioner or his representative or the relevant employee directly as agent and for and on behalf of the Contractor out of any monies payable or which may later become payable by EdCity to the Contractor under this Contract or other contract entered into by the Contractor with EdCity and such payment by EdCity shall be conclusively deemed to be payment made to the Contractor by EdCity under and by virtue of this Contract or such other contract and shall discharge EdCity's obligation and liability to the Contractor under the said Contract in respect of such payment.
- 6.6 EdCity reserves the right to request the Contractor to produce documentary evidence such as payroll record for examination and the Contractor has to show to the satisfaction of EdCity or the Manager that the Contractor has complied with the Contractor's obligations.

7 Deduction of Payment

- 7.1 If at any time the General Cleaners are requested to be replaced under the circumstance specified in Clause 10.7 below, the overall turnover rate of full-time General Cleaners must not be more than 100% during the contract period and the shift of manpower between

different posts will not be counted. If this provision is violated, **1%** of the total contract sum shall be deducted from the last payment that become due to the Contractor.

- 7.2 Failure to provide adequate number of General Cleaners and satisfactory services as stipulated in this Contract may either result in amount equivalent to the respective period without General Cleaners in accordance with the rate as specified in the **Document 10** – Price Proposal shall be deducted by EdCity from the monthly payment or entitle the Manager to direct other staff to carry out the cleansing work and the Contractor will be charged for such service.
- 7.3 Under normal circumstance, a team of stable General Cleaners should be maintained and turnover of manpower should be avoided. For exceptional high turnover of General Cleaners that seriously affect the efficient delivery of cleaning services, EdCity shall reserve the right to deduct **1%** of the total contract sum from the last payment that become due to the Contractor.

8 Disputes

- 8.1 If any dispute arises between the Manager and the Contractor as to whether the performance of the Contractor is satisfactory to EdCity, such dispute shall be referred to the Executive Director of EdCity whose decision shall be final and binding.

9 Requirement of the Service-in-Charge

- 9.1 The Contractor shall deploy a service-in-charge to oversee the work of the General Cleaners and provide adequate site supervision and training to the General Cleaners. The service-in-charge shall carry out regular site inspection when the General Cleaners are at work and to ensure that the cleaning service are carried out safely and in accordance with the Appendix A contained in this tender document.
- 9.2 The service-in-charge shall oversee the deployment of General Cleaners and their quality of the work.
- 9.3 The Contractor shall deploy its service-in-charge at its own expenses to carry out onsite inspection of the performance of the General Cleaners at least twice a month or at a reasonable frequency as agreed with EdCity. The Manager shall have the right to request the service-in-charge to carry out onsite inspection by giving not less than 2 days advance notice.
- 9.4 The service-in-charge shall attend regular management meetings as required by the Manager to report the cleaning status of the Building.

10 Requirement of the General Cleaners

- 10.1 All General Cleaners should be equipped with the necessary skills and experience. They should be competent with the work, familiar with the related hazards and apply safety precautions at all times.
- 10.2 All General Cleaners shall wear uniform with company name badge, which is provided by the Contractor. The Contractor shall also provide them with all necessary protective clothing and identification badges, arm bands or distinctive aprons to all General Cleaners working in the Building.
- 10.3 All General Cleaners shall be in good health conditions when providing the services at the Building. If they are or suspected to be contracted any sickness, particularly, the infectious

diseases, or encounter any exceptional conditions as mentioned in Clause 5.6, they shall report to the Service-in-Charge and the Manager immediately. Subject to the Manager's discretion, they may refrain from working in the Building.

- 10.4 EdCity's policy would follow the requirements of statutory measures against the pandemic as specified by the Government of HKSAR. All General Cleaners and Operatives are required to observe the Government of HKSAR's measures against the pandemic adopted by EdCity. They shall also observe EdCity's guidelines on safety and health at all times.
- 10.5 The Manager will assign the one-hour meal time for each General Cleaner during the period from 11:00 to 14:00 which is subject to change at the sole discretion of EdCity.
- 10.6 All General Cleaners shall provide their services as per Clause 1 of Annex A – Service Details. EdCity shall have the right to change the duties of the General Cleaners and the frequency of the duties according to EdCity's operation needs and in particular EdCity shall have the right to assign the General Cleaners to take up any ad-hoc duties during working hours if required. EdCity also has the right to change the working hours of the General Cleaners from time to time by giving not less than 7 days advance notice.
- 10.7 If at any time, any General Cleaner fails to provide the services according to the Contract, the Manager may require such General Cleaner to be immediately replaced.
- 10.8 The Contractor should provide documentary proof that all General Cleaners deployed to the site should have undergone the Sexual Conviction Record and do not have conviction record against sexual offence.
- 10.9 EdCity shall have the right to reduce/add the numbers of working hours of the General Cleaners from time to time by giving not less than 7 days advance notice. Where a variation has been made to the Contract, the amount to be added/deducted to the Contract Sum/Monthly Payment should be adjusted in accordance with the rate as specified in the **Document 10 – Price Proposal** on a pro rata basis provided that EdCity's decision as to the amount of such adjustment shall be final and binding on the Contractor.
- 10.10 The Contractor shall ensure good discipline, conduct and performance of the General Cleaners while they are in the Building. The Contractor shall not permit the General Cleaners to solicit or accept any gift, tips, gratuity, additional payment or other benefits of any sort from other users, or to perform outside work whilst deployed at the Building.
- 10.11 The Contractor shall not employ any illegal workers as Operatives. Should the Contractor be found to have employed illegal workers in breach of this undertaking, EdCity may, by notice in writing, terminate the Contract and the Contractor is not entitled to claim any compensation. The Contractor shall be liable for all expenses necessarily incurred by EdCity as a result of the termination of the Contract.

11 Facilities/material provided by the Contractor

- 11.1 The Contractor shall provide all cleaning materials, tools and machinery, such as pails, ladders, brushes, brooms, disinfectant, vacuum cleaners, power cleaners, polishing machines, floor dryers, etc. as necessary for the proper performance of the work at the Building.
- 11.2 The Contractor shall provide the following, but not limited to, cleaning consumables which should be sufficient for daily operation as well as in times of events organization:

- a) Refuse bags (various sizes).
- b) Cleaning detergents, including but not limited to disinfectant cleaner, bleach, super concentrate multi-purpose cleaner, toilet bowl cleaner and powerful cream cleanser.
- c) Rodenticide and pesticides (approved formulations, applied in accordance with legal and safety requirements).
- d) Warning labels and notices, including but not limited to “Caution: Wet Floor” and “Cleaning in Progress – Do Not Use”.
- e) Cleaning cloths (microfiber and general purpose).
- f) Insecticide spray (ready-to-use, for targeted pest control).

11.3 The Contractor shall provide truck for disposal of junk if necessary.

11.4 The Contractor shall properly manage the refuse collection chamber or storage area which is for storage of equipment as provided by EdCity.

11.5 Reasonable care must be given to the refuse collection chamber or storage area during operation. Should there be any misuse of the equipment therein, the Contractor shall bear the cost of repair.

11.6 EdCity has the right to inspect the Contractor’s facilities. Any inferior methods, poor workmanship, lack of reasonable and sufficient equipment and facilities as advised by the Manager shall necessitate immediate remedial action by the Contractor.

12 Key Criteria for the Selection Process

12.1 The evaluation criteria shall comprises technical proposal 20% and price proposal 80%. The technical evaluation shall consider the following:

- a) Qualification and experience in the cleaning service industry in providing similar service / similar site
- b) Any sites in Shatin or near EdCity that can provide urgent services when necessary
- c) Number of managed school sites

13 Site Visit

13.1 Site Visit(s) can be arranged for potential Service Providers to understand the site environment. Costs associated with such site visits, if any, will be borne by the Service Providers. Please arrange the date of visit with our Senior Administration Officer for 2624 1011 when necessary.