**MODEL CONDITIONS OF CONTRACT FOR**

**OUTCOME-BASED CONTRACTS (OBC)**

**FOR THE PROVISION OF CLEANING AND**

**HANDYMAN SERVICES**

**RAJAH & TANN SINGAPORE LLP**9 Straits View #06-07

Marina One West Tower

Singapore 018937

Tel: 6232 0111

Fax: 6428 2192

E-mail: kala.anandarajah@rajahtann.com

Website: www.rajahtannasia.com

|  |
| --- |
| Note:   * This document sets out a set of model ‘Conditions of Contract’, which contains practical examples and clauses which businesses can adopt / adapt for use: (a) as part of their set of tender documents; or (b) in service agreements between Service Buyers or Service Providers. Amongst other things, the document also sets out possible indicators for Parties to measure key performance indicators. * The model ‘Conditions of Contract’ sets out certain placeholders marked by square brackets. These are clauses that normally require further contextualisation and finalisation. Please remove the square brackets after doing so. * The model 'Conditions of Contract’ also sets out drafting notes to guide Parties. * Note that ‘Appendices’ refer to documents that are to be appended by Parties as such manner as may be applicable. |

**CONDITIONS OF CONTRACT**

**TABLE OF CONTENTS**

|  |  |
| --- | --- |
| 1 | **CONTRACT INFORMATION** |
| 2 | **SCOPE OF CLEANING SERVICES** |
| 3 | **SCOPE OF HANDYMAN SERVICES** |
| 4 | **AD-HOC REQUESTS** |
| 5 | **PRICE ADJUSTMENT** |
| 6 | **PRICE ESCALATION** |
| 7 | **TECHNOLOGY, INFRASTRUCTURE AND EQUIPMENT** |
| 8 | **INSPECTIONS** |
| 9 | **KEY PERFORMANCE INDICATORS** |
| 10 | **PERFORMANCE TARGET** |
| 11 | **MONTHLY PAYMENT** |
| 12 | **SERVICE RECOVERY** |
| 13 | **WORK IMPROVEMENT MEASURES** |
| 14 | **REQUIREMENTS OF SERVICE TEAM** |
| 15 | **HUMAN RESOURCE MANAGEMENT** |
| 16 | **SUBCONTRACTING** |
| 17 | **INSURANCE** |
| 18 | **TERMINATION** |
| 19 | **COMPLIANCE WITH EXISTING LAWS AND REGULATIONS** |
| 20 | **CONFIDENTIALITY** |
| 21 | **REPRESENTATIONS AND WARRANTIES** |
| 22 | **INDEMNITIES** |
| 23 | **LIMITATION OF LIABILITY** |
| 24 | **FORCE MAJEURE** |
| 25 | **ASSIGNMENT** |
| 26 | **VARIATION** |
| 27 | **INVALIDITY** |
| 28 | **THIRD PARTY RIGHTS** |
| 29 | **GOVERNING LAW AND SUBMISSION TO JURISDICTION** |
| 30 | **ESCALATION PROCESS AND** **DISPUTE RESOLUTION** |
| Appendix 1 | **CONTRACT PERIOD, CONTRACT PRICE & SCHEDULE OF RATES** |
| Appendix 2 | **DETAILS OF SERVICE AREA** [To be appended by Parties] |
| Annex A | **KEY PERFORMANCE INDICATORS** |
| Annex B | **PERFORMANCE INSPECTION CHECKLIST** |

|  |
| --- |
| Note: Please be reminded to amend the table of contents based on the finalised Conditions of Contract. |

**CONDITIONS OF CONTRACT**

# CONTRACT INFORMATION

## This contract (“**Contract**”) is for the provision of cleaning services (“**Cleaning Services**”) and handyman services (“**Handyman Services**”) as set out at Clauses [2 and 3] respectively (collectively, the “**Services**”), at the Service Area as defined at Clause [1.3], for the Contract Period as set out at **Appendix 1**.

## The price of the Contract (“**Contract Price**”) shall be as set out at **Appendix 1**. The Services shall be charged according to the Schedule of Rates (“**SOR**”) set out at **Appendix 1**.

|  |
| --- |
| Note:   * The term of the Contract is to be separately set out in Parties’ purchase order or such other front-page document being signed, to which this set of Conditions of Contract is attached. Currently, these are detailed in the Appendices. |

## Service Area

## The area where the Services are to be carried out is referred to as the “**Service Area**”. The details of the Service Area requiring the Services are set out at **Appendix 2** [To be appended by Parties]. This includes diagram(s) and layout drawings of the Service Area including its Gross Floor Area (“**GFA**”), a comprehensive list of items to be covered by the Services, including quantity of fixtures and the respective GFA for the fixtures, as well as types of floor surfaces etc.

## Service Hours

## Service hours are classified as normal and beyond normal service hours, as follows, which can be mutually modified as necessary:

|  |  |
| --- | --- |
| **Period** | **Duration** |
| Normal service hours | Mondays to Fridays  [**•**] to [**•**] hours  Saturdays  [**•**] to [**•**] hours |
| Beyond normal service hours | Mondays to Fridays  [**•**] to [**•**] hours  Saturdays  [**•**] to [**•**] hours  Sundays and Public Holidays  [**•**] to [**•**] hours |

# SCOPE OF CLEANING SERVICES

## The Cleaning Services to be carried out in the Service Area are categorised as follows:

### Areas which are common spaces that are generally accessible to everyone in the Service Area (“**Common Areas**”);

### Areas that will require a higher level of maintenance and service standard, and will have to be maintained throughout the working day and for which extra cleaning will be required prior to visits by VIPs (“**VIP Areas**”);

### Areas which are hygienic areas that are in regular use and for which the standard of cleaning has to be maintained during the day, including toilets, changing/shower rooms, nursing rooms, bin centre, and cleaners’ cupboard (“**Hygienic Areas**”);

### Specific areas requiring periodic cleaning; and

### Other areas not mentioned above.

## The details of the Cleaning Services relating to the above areas are set out at **Annex B**.

## Additional Requirements During Contingencies

## Variation to the scope of Services may be required if there is a contingency requiring additional Services. The Service Buyer shall notify the Service Provider of the additional requirements to the Services and the Service Provider shall quote for the costs for any such additional requirements (taking into account any applicable prevailing guidelines from any relevant authorities, such as Ministry of Health (“**MOH**”), Ministry of Manpower (“**MOM**”) and National Environment Agency (“**NEA**”)), based on the SOR or on such other rates mutually agreed by Parties. The Services shall not be varied without the Parties’ mutual agreement.

# SCOPE OF HANDYMAN SERVICES

## The Handyman Services shall include the following types of work:

### [Basic plumbing services not requiring licensing or certification from any regulator to provide, including clearing any blockages, and fixing leakages by installing, replacing or removing taps, certain pipes, urinals, etc.;

### 

|  |
| --- |
| Note:   * Please refer to <https://www.pub.gov.sg/compliance/plumbingworks/licensedplumbers> for the full list of basic plumbing services not requiring a license. The current list at (a) is non-exhaustive. Parties can choose to expressly set out further specific types of basic plumbing services at (a). |

### Basic electrical and lighting works not requiring licensing or certification from any regulator to provide, such as replacing light fittings and light bulbs;

### Basic air-conditioning servicing and maintenance not requiring licensing or certification from any regulator to provide, such as cleaning air filter and evaporator coil, vacuuming of draining system, lubrication and fan bearing inspection, gas top-ups; and

### Basic contractor work, such as basic painting services, basic carpentry work, and basic furniture assembly and installation.]

|  |
| --- |
| Note:   * Please note that this clause should be tweaked according to the Parties’ needs and as applicable to their industry. |

# AD-HOC REQUESTS

## Any ad-hoc requests for the Services during normal service hours, beyond normal service hours, and during special events must be clearly communicated by the Service Buyer to the Service Provider, including whether such ad-hoc request is ‘Critical’, ‘Urgent’ and ‘Normal’. The definitions of each classification of ‘Critical’, ‘Urgent’, and ‘Normal’ are set out in **Annex A**.

|  |
| --- |
| Note:   * Parties are to note that under the Conditions of Contract, ad-hoc requests can be classified as ‘Critical’, ‘Urgent’ or ‘Normal’. Each of these categories has a specific charge rate tied to it under the SOR at **Appendix 1**. Hence, please ensure that Parties review and agree on the definitions of each classification at **Annex A**. |

## The Service Provider shall ensure that ad-hoc requests are attended to and resolved in a timely fashion, in accordance with the response time set out in **Annex A**. The Service Provider shall document the action taken and the time of completion.

## The Service Provider shall be compensated for the ad-hoc requests in accordance with the SOR set out in **Appendix 1**.

# [PRICE ADJUSTMENT

## The Service Provider may, in writing, request a review of the Contract Price (“**Price Adjustment Request**”) for the following reasons (non-exhaustive):

### Service Area has been upgraded or renovated or under general repairs and redecoration, resulting in substantial additional resources required to maintain the upgraded/renovated Service Area;

### An increase in the cost of carrying out the Services, arising out of a change of legislation, regulation or policy and/or any other unforeseeable circumstances, all not in the ordinary course of business: (a) of at least [5]%; or (b) resulting in the Service Provider suffering economic hardship; or

### The Service Buyer requests the Service Provider to perform any Services beyond the scope of the present Contract.

## The Service Provider is required to produce such relevant documents supporting the Price Adjustment Request to the Service Buyer.

## The Service Buyer agrees to consider the Price Adjustment Request in good faith and may propose any reasonable changes.

## If, within [14 days] of the date of the Price Adjustment Request, Service Buyer does not provide its consent to the Price Adjustment Request, both Parties hereby agree to negotiate in good faith at the working level to reach agreement. If the Parties at the working level are unable to agree, the matter shall be resolved in accordance with the escalation procedure set out at Clause [30.3 onwards], where Parties shall next escalate this for a meeting between their senior management, subject always to the Parties’ right to terminate the Contract in accordance with Clause [18.1].]

|  |
| --- |
| Note:   * Clauses for price adjustment tend to have the effect of encouraging Service Providers to propose a pricing that factors in less hedges against risks. Such clauses hence benefit both Parties. The benefit is more apparent the longer the term of contract is. * Service Providers may wish to, or Service Buyers may wish to consider instructing Service Providers to, at the tender stage, expressly set out the basis of their pricing proposals if they do not factor in developments e.g. upcoming changes in the progressive wage model (“**PWM**”). This increases transparency, which would allow Parties to more easily effect this clause if later required. |

# [PRICE ESCALATION

## During the term of the Contract, the Contract Price and the rates set out in the SOR shall be subject to price escalation on [insert date] of each Contract year, in accordance [with any increase in the Singapore Consumer Price Index (CPI) as published by the Government of Singapore].]

|  |
| --- |
| Note:   * Parties can consider adding clauses for price escalation, which tend to be more prominent in an inflationary environment. * This clause has been drafted on the assumption that the Monthly Payments for each year of the Contract are the same, with no increment in price year on year. If agreed prices already increase year on year, then this clause potentially double counts and hence is not needed. |

# TECHNOLOGY, INFRASTRUCTURE AND EQUIPMENT

## The Service Provider shall utilise such technology, infrastructure and equipment in the day-to-day service operations as it deems appropriate in order to undertake the Services and achieve the stipulated key performance indicators (“**KPIs**”).

## [The Service Provider agrees to use the Service Buyer’s technology and infrastructure, if any, in its performance of the Services.]

## [The Service Buyer has the right to the ownership to all fixed infrastructure, fixed equipment and fittings (e.g. sensors, lighting, etc.) installed by the Service Provider (“**Fixtures**”) and such technology deployed to operate such Fixtures.

## The Service Provider shall, at the expiry of the Contract, if required by the Service Buyer, remove all Fixtures. The Service Provider shall make freely available to the Service Buyer any open source software used in operating any Fixture that is not removed at the expiry of the Contract.]

|  |
| --- |
| Note:   * Clause 7.1 has been drafted on the basis that the Service Provider utilises technology etc. in its provision of the Services. Clause 7.2 can be added if the Service Buyer provides the technology and infrastructure. |

# INSPECTIONS

## The Service Provider shall provide supervisor(s) (“**Site Supervisors**”) to carry out inspections at the frequency stated in **Annex B**.

## The Service Buyer shall appoint inspectors (“**Joint Inspectors**”) to conduct joint inspections with the Site Supervisors to assess the level of service provided [at least once a month]. If Parties do not agree on the level of service provided, the matter shall be resolved in accordance with the escalation procedure set out at Clause [30].

## The [Service Provider] shall set up an electronic audit system (“**Electronic System**”) to automate the recording, submission and documentation of the inspection results.

## The Service Provider will be required to provide an editable electronic copy of an inspection checklist (“**Performance Inspection Checklist**”, as set out at **Annex B**) which is used by the Site Supervisors and/or Joint Inspectors to assess the Service Provider’s performance of Services. The [Service Provider] shall ensure that the Performance Inspection Checklist can be updated using mobile devices (e.g. tablets) provided by the [Service Provider]. Alternatively, the [Service Provider] shall provide an application which can be downloaded onto smartphones. The electronic Performance Inspection Checklist must be able to allow the Site Supervisors and/or Joint Inspectors to input their observations and comments onto the device.

## The Electronic System must be able to automatically tabulate the total scores on the Performance Inspection Checklist and upload the KPI scores onto the database which shall capture the scorings taken throughout the term of the Contract.

## As the scoring will be used for computation of the payment to the Service Provider, the Electronic System shall have a security feature to prevent unauthorised changes to the scores once the Service Buyer has signed off to confirm the scores on the Performance Inspection Checklist. The Electronic System must also be able to capture the date and time which the Performance Inspection Checklist has been signed off by the Service Buyer.

|  |
| --- |
| Note:   * Parties can decide on the frequency of the inspections required for the Services, depending on the Service Buyer’s needs. * Parties can consider providing additional consideration to the Service Provider if the Service Provider’s Electronic System can provide extra information, for example, (a) perform simple analytics to show areas which have constantly high/low KPI scores; and/or (b) correlate KPI scores of areas to the worker(s) who had serviced it. These allow rectification measures to be accurately taken. |

# KEY PERFORMANCE INDICATORS

## The Services shall be assessed based on the KPIs set out in **Annex A**.

## The KPI score is computed monthly based on deduction or addition of points from a total of 100 points (“**Final Monthly KPI Score**”). The Final Monthly KPI Score shall be rounded to the nearest whole number.

## The KPIs and their associated weightages/threshold may be changed during the term of the Contract by agreement between the Service Provider and the Service Buyer as may be appropriate, at no change to the Contract Price.

## At the end of each [week/month], the Parties shall jointly review the items being assessed comprising the Final Monthly KPI Score. The Final Monthly KPI Score shall be computed and submitted no later than the agreed date of each calendar month as agreed between the Service Provider and the Service Buyer.

## Where possible, objective data such as statistical information shall be used as a benchmark to measure the actual performance of each KPI. Where a KPI can only be monitored subjectively, a set of criteria, e.g. photographs reflecting the agreed standards, may be agreed by Parties for measurement to minimise the subjective issues.

## The Service Buyer shall monitor and audit the KPI scores declared by the Service Provider. In the event that the Service Provider is found to have declared erroneously the KPI score, the agreed and correct KPI score for that month shall be adjusted retrospectively together with any other adjustment including payment to the Service Provider (for the Service Provider having erroneously declared a lower KPI score) or recovery of monies from the Service Provider (for the Service Provider having erroneously declared a higher KPI score).

## For the 4th and subsequent times of inaccurate declaration, the KPI score shall be adjusted to the correct and agreed KPI score for that month with a deduction of [one] KPI point for that month. The Service Buyer shall have the right to recover any overpayment as a result of the downward adjustment of any KPI for the previous months as according to the Contract.

|  |
| --- |
| Note:   * The KPIs must be customised according to the Service Buyer’s needs and premises. This includes adjusting how often the Parties shall jointly review the items for the Final Monthly KPI Score. |

# PERFORMANCE TARGET

## The minimum Final Monthly KPI Score to achieve (“**Performance Target”**) is [**•**]%.

|  |
| --- |
| Note:   * The Service Buyer is to set the Performance Target depending on its needs. |

# MONTHLY PAYMENT

## The Service Buyer shall pay the Service Provider a monthly payment of S$[**•**] (“**Monthly Payment**”) no later than the agreed date of each calendar month as agreed between the Service Provider and the Service Buyer. The amount of the Monthly Payment is based on the Final Monthly KPI Score obtained by the Service Provider measured against the Performance Target of [**•**]% set out at Clause [10.1].

## The Monthly Payment will be effected in accordance with the table below. The total maximum deduction for the Monthly Payment shall be capped at 10%.

|  |  |
| --- | --- |
| **Final Monthly KPI Score** | **Payment** |
| Meets or exceeds Performance Target | Full payment of Monthly Payment |
| Up to [5]% short of Performance Target  (Example: where the Performance Target is 80%, this Final Monthly KPI Score falls in a range of [75]% to less than 80%.) | 97% of Monthly Payment |
| More than [5]% and up to [10]% short of Performance Target  (Example: where the Performance Target is 80%, this Final Monthly KPI Score falls in a range of [70]% to less than [75]%.) | 94% of Monthly Payment |
| More than [10]% and up to [15]% short of Performance Target  (Example: where the Performance Target is 80%, this Final Monthly KPI Score falls in a range of [65]% to less than [70]%.) | 90% of Monthly Payment |

## For example, if the Monthly Payment is $100,000 per month and the Service Provider obtains a Final Monthly KPI Score of [75]% for the month where the Performance Target is 80%, the Service Provider is up to [5]% short of the Performance Target and hence shall be paid $97,000 for that month (i.e. 97% of Monthly Payment).

|  |
| --- |
| Note:   * The left column at Clause 11.2 sets out the ‘Final Monthly KPI Score’. Parties may adjust the % to better reflect their intentions. While currently this is at gradations of 5%, Parties can for example, use gradations of 10%. |

# SERVICE RECOVERY

## In the event that the Service Provider does not achieve the Performance Target for the Services in a certain month and hence the Monthly Payment is deducted in accordance with Clause 11.2, the Service Provider shall have up to the next one month to recover any such deduction or part thereof by exceeding its Performance Target, based on the following table.

|  |  |
| --- | --- |
| **Final Monthly KPI Score** | **Recovery** |
| Meets Performance Target or less | No recovery |
| More than Performance Target and up to [85]% | 3% of Monthly Payment for the previous month |
| More than [85]% and up to [90]% | 6% of Monthly Payment for the previous month |
| More than [90]% | 10% of Monthly Payment for the previous month |

## For example, if the Performance Target is 80% and the Service Provider achieves a Final Monthly KPI Score of [65]% in January (i.e. a shortfall of [15]%) and hence was paid [90]% of the Monthly Payment, the Service Provider shall:

### recover 10% of the Monthly Payment if it attains [91]% in February;

### recover 6% of the Monthly Payment if it attains [90]% in February;

### recover 3% of the Monthly Payment if it attains [81]% in February; and

### not recover any shortfall of the Monthly Payment if it attains 80% or below in February.

## In no circumstances can the Service Provider recover more Monthly Payment under Clause [12.1] than was deducted from the Monthly Payment for the previous month under Clause [11.2].

## Any deduction to be recovered under Clause [12.1] will be paid to the Service Provider during the payment cycle applicable to that month in which the Performance Target was exceeded.

|  |
| --- |
| Note:   * The numbers under Clause 12 are based on the current numbers at the table under Clause 11.2. If Parties amend the table, please be reminded to amend the numbers in Clause 12 accordingly. |

# WORK IMPROVEMENT MEASURES

## The Service Provider shall in its discretion carry out work improvement measures that could contribute to better productivity or greater work efficiency throughout the duration of the Contract.

## The Parties agree that the Service Provider will bear the costs from implementing any work improvement measure and be entitled to any costs-savings that arises for the Service Provider due to the implementation.

|  |
| --- |
| Note:   * To further incentivise the Service Provider to implement such work improvement measures, the Service Buyer may, for example, provide a right for the Service Provider to exercise the optional period (if any) of the Contract, if it consistently meets KPIs. |

# REQUIREMENTS OF SERVICE TEAM

## The Service Provider is required to study the Service Area and deploy adequate resources to carry out and complete the Services in accordance with the KPIs.

## Minimum Qualification of Workers and Site Supervisor(s)

## As there are interactions with building users and the public, upon commencement of the Contract, all of the Site Supervisor(s) must be able to communicate in [basic] English language.

|  |
| --- |
| Note:   * Besides Site Supervisors, there are also workers, which can be drafted into the above clause. Parties requiring workers to be able to communicate in basic English language should do so being mindful of any potential manpower supply constraints. |

## For foreign workers, the Service Provider shall ensure that foreign workers have valid relevant work permits as required by MOM.

## Other Qualifications

## The Site Supervisor(s) are additionally required to fulfil the following requirements:

### [at least [3] years of experience in the supervisory of the Services;

### Possess the relevant Workforce Skills Qualifications (“**WSQ**”), including completing the WSQ course titled “Supervise service operations” before the commencement of Contract, or any other equivalent qualifications;

### Basic computer literacy to the extent required to carry out the tasks in the course of their work; and

### Able to communicate with all levels.]

## The workers that carry out the Services are additionally required to fulfil the following requirements:

### [Possess the relevant WSQ, including completing the WSQ courses titled “Horizontal Surface Maintenance – Perform basic cleaning of hard floor surfaces” and “Washroom Maintenance – Perform basic cleaning of washroom” within the first 3 months after the commencement of Contract, which cost for the training and certification shall be borne by the [Service Provider]; and

### Have the relevant certifications / licenses to carry out the Services, including [please insert].]

|  |
| --- |
| Note:   * Please add such certifications as may be applicable to your industry, e.g. healthcare. * For Handyman Services specifically, the Parties can consider sending their workers to obtain Built Environment Custodian Skills certificates administered by the Real Estate & Construction Academy (“**RECA**”). This includes the [Custodial Maintenance Skills Certificate](http://www.reca.edu.sg/index.php?page=custodial-maintenance-skills-certificate), which will equip workers to engage in basic custodial maintenance work efficiently and effectively, and the [Custodial Checking Skills Certificate](http://www.reca.edu.sg/index.php?page=custodial-checking-skills-certificate), which will equip workers with the skills to sight and flag building defects and health and safety hazards for early intervention. |

* + 1. The Service Provider shall submit documentation relating to the qualifications if requested by the Service Buyer.

# HUMAN RESOURCE MANAGEMENT

## The Service Provider shall recruit their workers in compliance with the prevailing employment laws and statutes, as well as guidelines and advisories provided by the Tripartite Alliance for Fair and Progressive Employment Practices (“**TAFEP**”), such as the Tripartite Guidelines on Fair Employment Practices.

## The Service Provider shall be responsible for ensuring that their workers comply with the Service Buyer’s on-site rules and regulations, including but not limited to safety, operational and security rules and regulations. The Service Buyer may require the Service Provider to replace any workers for non-compliance with such rules or regulations or for misconduct.

## The Service Provider shall be responsible for ensuring that their workers have the relevant licenses/permits required to undertake the Services. If the Service Provider is aware that a worker does not have the relevant licenses/permits or the relevant licenses/permits are expired, it shall instruct the worker to stop carrying out the Services immediately and provide a replacement worker to undertake the Services as may be necessary.

## Accidents at Work & Reporting Requirements

## Subject to the requirements of the applicable law as may be in force from time to time, the Service Provider shall cause all its workers to report to the Service Provider all accidents leading to injuries, occupational diseases, dangerous occurrences or deaths arising out of or in connection with the Services within 7 days of its occurrence. The Service Provider shall notify the Service Buyer within 1 day of receiving such a report from its workers.

## If required to under the Workplace Safety and Health Act and its prevailing regulations, the Service Provider shall report the accidents leading to injuries, occupational diseases, dangerous occurrences or deaths to MOM.

## The Service Provider shall keep a record of every notification or report made by itself to MOM, for a period of at least 3 years from the time of the notification or report, subject to the requirements of the applicable law as may be in force from time to time.

## To pre-empt future occurrences of the same incident, the Service Provider shall propose and implement new safety measures or procedures.

## In addition, the Service Provider shall keep a record of all safety violations and near misses and implement corrective action and training to the workers involved in the safety violations or near misses. The Service Provider shall furnish the Service Buyer which such records upon the Service Buyer’s request.

## Uniform Guidelines

## The Service Provider shall ensure that its workers wear proper uniforms and shoes that conform to a standard of neatness, cleanliness, safety and decorum acceptable to the Service Buyer. The Service Provider shall also provide sufficient sets of uniforms to the workers such that they can change and start each workday with a clean uniform.

## Provision of Rest Area

## The Service Buyer shall provide a rest area equipped with tables and chairs, with access to toilets and meal areas for the workers. The Service Provider shall ensure that the workers maintain the cleanliness of such rest and other areas.

# SUBCONTRACTING

## Where the Service Provider sub-contracts any part of the Services, the Service Provider shall carry out overall management, monitoring and supervision of the operations carried out by the appointed subcontractors.

## 

## The Service Provider shall submit to the Service Buyer details of the appointed subcontractors for the Service Buyer’s approval, which should not be unreasonably withheld.

## The Service Buyer reserves the right to request for a change of subcontractor(s) and/or their scope of work in accordance with changing operational needs of the Service Area.

## The Service Buyer reserves the right to request for a change of subcontractor(s) and/or their scope of work due to poor service quality or unacceptable management of the works. The Service Provider shall be liable for any costs incurred for each of such change.

## Such subcontracting shall in no way relieve the Service Provider from any of its duties, obligations or liabilities under this Contract.

# INSURANCE

## The Service Provider shall, [within seven days of the start of the Contract Period or within such time as may be allowed by the Service Buyer], effect and always keep effected in the joint names of the Service Buyer and Service Provider during the Contract Period (including any extension thereof):

### A public risk policy in the form acceptable to and in such amount as may be required by the Service Buyer; the amount of insurance in respect of any single accident, incident or occurrence shall not be less than S$2,000,000; and

### An insurance policy indemnifying the Service Provider against workmen’s compensation liability in such amounts as may be required by legislation in force.

## The abovementioned insurance policies shall provide for the Service Buyer’s interests to be covered by including the Service Buyer as a Co-Insured or by stipulating the Service Buyer as the Principal or Additional Insured. The insurance policies shall also expressly provide for the waiver of any and all rights of subrogation against the Service Buyer to which the insurers may otherwise be entitled and include cross liability clauses providing that the insurance policies shall apply to the Service Buyer, Service Provider and any other insured party as separate insured parties.

## Copies of the abovementioned insurance policies and the receipt of premium paid by the Service Provider shall be submitted to the Service Buyer within [5] working days after they become available to the Service Provider.

# TERMINATION

## In the event that either Party seeks to terminate this Contract, they may do so by providing not less than [**•**] months’ written notice to the other Party.

## In the event of persistent poor performance on the part of the Service Provider, resulting in it not achieving its Performance Target for [**•**] consecutive months, the Service Buyer is entitled to terminate the Contract by providing no less than [**•**] months’ written notice to Service Provider.

# COMPLIANCE WITH EXISTING LAWS AND REGULATIONS

## The Service Provider shall comply with all the relevant laws, regulations and codes of practice necessary and applicable to the carrying out of the Services (“**Relevant Laws and Regulations**”), for the duration of the Contract.

## The Service Provider shall update the Service Buyer whenever there is an update or change in the Relevant Laws and Regulations prior to them becoming effective at least 3 months in advance, where possible. The Service Provider shall advise the Service Buyer on the relevant implementation plan to ensure compliance to the changes in the Relevant Laws and Regulations and implement the plans accordingly at least 3 months in advance, where possible.

## The Service Provider shall also review the necessary changes to the process and procedures, propose the changes to the Service Buyer for approval, and implement them upon approval from the Service Buyer. This includes carrying out the necessary briefing and training to the affected workers.

# CONFIDENTIALITY

## "**Confidential Information**" means any information in whatever form (including, without limitation, in written, oral, visual or electronic form or on any magnetic or optical disk or memory and wherever located) relating to the business, client, customers, transactions, affairs or finances of the Service Buyer, the time being confidential to the Service Buyer and trade secrets including, without limitation:

* + 1. technical data, customer data, product or service information (including prices), know how, process, design, technique, marketing, sales and financial information and information concerning the organisation, business, transactions, affairs or finances of the Service Buyer; and
    2. information that the Service Provider creates, develops, receives or obtains in connection with the Services, whether or not such information (if in anything other than oral form) is marked confidential.

## The Service Provider acknowledges that in the course of providing the Services, it will be exposed to and/or have access to Confidential Information.

## The Service Provider shall not, either during or after the term of the Contract, use or disclose any Confidential Information except:

### as reasonably required in the ordinary and proper course of providing the Services to the Service Buyer;

### where required by law to disclose the Confidential Information; or

### after obtaining the prior written consent of the Service Buyer to disclose the Confidential Information.

## The Service Provider shall take all reasonable and necessary precautions to maintain the confidentiality, and prevent the use and disclosure, of any Confidential Information.

## All Confidential Information shall be the property of the Service Buyer and on termination of this Contract or at the request of the Service Buyer, the Service Provider shall:

### hand over all Confidential Information to the Service Buyer; and

### irretrievably delete any Confidential Information stored on any magnetic or optical disk or memory, including personal computer networks, personal e-mail accounts or personal accounts on websites or social media, and all matter derived from such sources which is in the Service Provider’s possession or under the Service Provider’s control outside the Service Buyer’s premises.

## For the avoidance of doubt, the Service Provider’s obligations under this Clause survive the termination of the Contract.

|  |
| --- |
| Note:   * The definition of ‘Confidential Information’ in Clause [20.1] should be further nuanced by the Parties depending on their specific needs. |

# REPRESENTATIONS AND WARRANTIES

## General Warranties

## Each Party hereby represents and warrants to the other Party that:

* + 1. It has full legal right, power, authority and capacity to enter into and perform this Contract and any other documents to be executed by it pursuant to or in connection with this Contract and such documents will, when executed, constitute valid and binding obligations on it, in accordance with their respective terms; and
    2. It has taken all action required by it for the authorisation, execution, delivery and/or delivery of this Contract and any other documents to be executed by it pursuant to or in connection with this Contract.

(collectively, the “**Warranties**”).

# INDEMNITIES

## [Each Party] agrees to indemnify and hold the [other Party] harmless from all claims or causes of action by any person or entity against that [other Party] arising out of any breach by the [first-mentioned Party] of any such agreement or any other restrictions inconsistent with the foregoing representations and from all legal fees incurred by the [other Party] in defending any such claim or causes of action.

# LIMITATION OF LIABILITY

## The aggregate liability of the Service Provider in respect of all claims for breach of the Warranties shall not exceed [**•**].

## The aggregate liability of the Service Buyer in respect of all claims for breach of the Warranties shall not exceed [**•**].

|  |
| --- |
| Note:   * Besides limiting liability for Warranties, the clause can also be adjusted to limit liability for losses arising from other breaches of the Contract. |

# FORCE MAJEURE

## [Neither Party] shall be in breach of this Contract nor liable for delay in performing, or failure to perform, any of its respective obligations under this Contract if such delay or failure result from events or circumstances beyond its reasonable control (“**Force Majeure Event**”). If a Force Majeure Event occurs, the time for performance shall be extended by a period equivalent to the period during which performance of the obligation is delayed or failed to be performed.

## If the effect of any Force Majeure Event continues for six months, the [unaffected Party] is entitled to terminate this Contract by giving [**•**] days’ notice in writing to the [affected Party].

## A Force Majeure Event includes:

* + 1. Acts of God, fire, flood, drought, earthquake or other natural disaster;
    2. Terrorist attack, civil war or commotion including riots, war or threat of war, act of foreign enemies, or breaking of diplomatic relations;
    3. Pandemic, epidemic, or other widespread occurrence of infectious disease;
    4. Interruption, loss or malfunctions of utility services;
    5. Mechanical, electronic or communication interruptions, disruptions, or failures; and
    6. Significant hindrance in accessing the Service Area or any part thereof due to reasons not specified at (a)-(e).

# ASSIGNMENT

## No Party may assign or transfer any of its rights, benefits or obligations under or in connection with this Contract to any other person without the prior written consent of the other Party.

# VARIATION

## Save as otherwise provided in this Contract, no variation of this Contract shall be effective unless in writing and signed by or on behalf of both Parties.

# INVALIDITY

## If any provision in this Contract shall be held to be illegal, invalid or unenforceable, in whole or in part, the provision shall apply with whatever deletion or modification is necessary so that the provision is legal, valid and enforceable and gives effect to the commercial intention of the Parties.

## To the extent it is not possible to delete or modify the provision, in whole or in part, in accordance with Clause [27.1], then such provision or part of it shall, to the extent that it is illegal, invalid or unenforceable, be deemed not to form part of this Contract and the legality, validity and enforceability of the remainder of this Contract shall, subject to any deletion or modification made in accordance with Clause [27.1], not be affected.

## If such illegal, invalid or unenforceable provision affects the entire nature of this Contract, the Parties shall use reasonable endeavours to immediately negotiate in good faith a valid replacement provision.

## 

# THIRD PARTY RIGHTS

## A person who is not a party to this Contract has no right under the Contracts (Rights of Third Parties) Act 2001 of Singapore, to enforce any term of, or enjoy any benefit under, this Contract.

# GOVERNING LAW AND SUBMISSION TO JURISDICTION

## This Contract and the documents to be entered into pursuant to it shall be governed by and construed in accordance with Singapore law.

# ESCALATION PROCESS AND DISPUTE RESOLUTION

## In the event of any dispute, either Party shall as soon as practicable provide the other Party with a written notice of the dispute.

## In all cases of dispute, the Parties shall in the first instance attempt to amicably resolve any dispute arising out of or in connection with the Contract between themselves at the working level.

## If Parties at the working level cannot do so, the matter shall be escalated to the senior management of each Party, who shall meet to amicably resolve the dispute.

## If the dispute cannot be resolved amicably within [**•**] days after written notice of a dispute is provided or after the senior management of each Party meets under Clause [30.3], whichever is earlier, the dispute shall be submitted for mediation at the Singapore Mediation Centre (“**SMC**”), in accordance with the prevailing SMC’s Mediation Procedure. Unless otherwise agreed by the Parties, the mediator(s) will be appointed by SMC. The mediation will take place in Singapore in the English language and the Parties agree to be bound by any settlement agreement reached.

## If the Parties do not reach a settlement agreement after the conclusion of the mediation, the dispute shall be referred to and finally resolved in the courts of Singapore, who shall have non-exclusive jurisdiction over the dispute.

**APPENDIX 1**

**CONTRACT PERIOD**

## The Contract is for a period of [3] years (“**Contract Period**”), commencing from [**•**] to [**•**].

## The Contract Period may be extended once on the same terms and conditions, for a further period of [2] years commencing from [**•**], upon [both Parties’] agreement in writing not later than [3] months before the Contract Period ends.

|  |
| --- |
| Note:   * The wordings at “Contract Period” and “Contract Price” are based on a hypothetical initial term of 3 years, with an option for 2 further years. * Parties to consider such appropriate periods for term of the Contract that would result in optimal cost recovery periods and amortised costs in relation to investment in better technology and testing of new processes. * Under current market practice, Service Buyers who call for a tender tend to request terms starting from 3 to 5 years, with an option to extend the term of the Contract. |

**CONTRACT PRICE**

## The Contract Price for the Contract Period is S$[**•**].

## Subject to any deductions arising from Clause [11] or recovery arising from Clause [12] of the Contract, the Contract Price for the Contract Period comprises of the Monthly Payments set out as follows:

|  |  |  |
| --- | --- | --- |
| **Contract Period** | **Monthly Payment (S$)**  **(per month)** | **Total (S$) (12 months)** |
| Year 1 | [•] | [•] |
| Year 2 | [•] | [•] |
| Year 3 | [•] | [•] |
| Year 4 (optional) | [•] | [•] |
| Year 5 (optional) | [•] | [•] |

## The Contract Price is deemed to have included all costs and expenses necessary to carry out the Services, including the cost of technology and equipment, cost of labour, CPF contributions, materials, consumables, uniforms, appliances, staff training, transport and all other incidental and/or contingent expenses.

## The Contract Price is before tax.

|  |
| --- |
| Note:     * The Contract Price will amount to the total amount for the initial term: Years 1, 2, and 3. |

**SCHEDULE OF RATES (SOR)**

1. Ad-hoc requests for the Services will be compensated based on [an hourly rate], in accordance with the table set out as follows:

### For Cleaning Services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Period** | **Cost of Services per hour (S$/Hour)** | | | | |
| **Year 1** | **Year 2** | **Year 3** | **Year 4 (Optional Period)** | **Year 5 (Optional Period)** |
| **Normal service hours** | | | | | |
| Critical | [•] | [•] | [•] | [•] | [•] |
| Urgent | [•] | [•] | [•] | [•] | [•] |
| Normal | [•] | [•] | [•] | [•] | [•] |
| **Beyond normal service hours** | | | | | |
| Critical | [•] | [•] | [•] | [•] | [•] |
| Urgent | [•] | [•] | [•] | [•] | [•] |
| Normal | [•] | [•] | [•] | [•] | [•] |
| **During special events** | | | | | |
| Critical | [•] | [•] | [•] | [•] | [•] |
| Urgent | [•] | [•] | [•] | [•] | [•] |
| Normal | [•] | [•] | [•] | [•] | [•] |

* + 1. For Handyman Services

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Period** | **Cost of Services per hour (S$/Hour)** | | | | |
| **Year 1** | **Year 2** | **Year 3** | **Year 4 (Optional Period)** | **Year 5 (Optional Period)** |
| **Normal service hours** | | | | | |
| Critical | [•] | [•] | [•] | [•] | [•] |
| Urgent | [•] | [•] | [•] | [•] | [•] |
| Normal | [•] | [•] | [•] | [•] | [•] |
| **Beyond normal service hours** | | | | | |
| Critical | [•] | [•] | [•] | [•] | [•] |
| Urgent | [•] | [•] | [•] | [•] | [•] |
| Normal | [•] | [•] | [•] | [•] | [•] |
| **During special events** | | | | | |
| Critical | [•] | [•] | [•] | [•] | [•] |
| Urgent | [•] | [•] | [•] | [•] | [•] |
| Normal | [•] | [•] | [•] | [•] | [•] |

|  |
| --- |
| Note:     * The wordings are based on ad-hoc requests being classified as ‘Critical’, ‘Urgent’ or ‘Normal’. As each of these categories has a specific charge rate tied to it, please ensure that Parties review and agree on the definitions of each classification at **Annex A**. * The Parties can agree to charge either a different hourly rate for different types of basic Handyman Services, or the same rate for all types of Handyman Services. In such case, the type of Handyman Services will need to be set out clearly. |

1. [The hourly rate starts at the time of the Service Provider commencing its Services for the ad-hoc request, and ends at the time of completion of the Services for the ad-hoc request.]

­­

1. The [Service Provider / Service Buyer] shall be responsible for the procurement of any parts required to replace defective parts, as necessary to carry out the Services. Such out of pocket expenses incurred to replace defective parts will be charged for and paid for by [Service Provider / Service Buyer].
2. All price calculations are rounded up to the nearest dollar.

**APPENDIX 2**

**DETAILS OF SERVICE AREA**

**[Parties to insert details of the Service Area]**

# ANNEX A: KEY PERFORMANCE INDICATORS

|  |
| --- |
| Note:   * The list of KPIs is illustrative only and is non-exhaustive. * Parties are to determine the KPIs and manner of calculation based on their specific needs. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Key Performance Indicators** | | **Measurement (monthly)** | **KPI Points Calculation** |
| **1** | **Safety** |  |  |
| 1.1 | Failure to comply with Relevant Laws and Regulations, resulting in safety lapses | No. of incidents | 5 points deducted per incident  A further 5 points shall be deducted for each subsequent month that the failure is not resolved. |
| 1.2 | Failure to ensure that risk assessment, permit to work, etc. is submitted prior to start of works and adhered to accordingly | No. of cases | 1 point deducted per case |
| **2** | **Complaints** |  |  |
| 2.1 | Complaints on service / worker performance | No. of complaints | 1 point deducted per complaint |
| 2.2 | Complaints on repeated failures of same/similar works | No. of complaints | 2 points deducted per complaint |
| **3** | **Commendations** |  |  |
| 3.1 | Commendation letters on service / worker performance from tenants | No. of compliments | 2 points added per commendation  Additions are capped at 20 points. |
| **4** | **Response** |  |  |
| 4.1 | Time taken to respond to ad-hoc requests / complaints / feedback for Services | For Cleaning Services  Number of ad-hoc requests / complaints / feedback that were not attended to within timeframe:   |  |  | | --- | --- | | **Period** | **Response time of Service Provider** | | Normal service hours | The response time of Service Provider shall be:   |  |  | | --- | --- | | Classification | Response time | | Critical | [•]/[•] mins | | Urgent | [•]/[•] mins | | Normal | [•]/[•] mins | | | Beyond normal service hours | The response time of Service Provider shall be:   |  |  | | --- | --- | | Classification | Response time | | Critical | [•]/[•] mins | | Urgent | [•]/[•] mins | | Normal | [•]/[•] mins |   The Service Provider is to ensure that it is able to provide the Services on call on a 24-hour basis. | | During special events | The response time of Service Provider shall be:   |  |  | | --- | --- | | Classification | Response time | | Critical | [•]/[•] mins | | Urgent | [•]/[•] mins | | Normal | [•]/[•] mins | |   For Handyman Services  Number of ad-hoc requests / complaints / feedback that were not attended to within timeframe:   |  |  | | --- | --- | | **Period** | **Response time of Service Provider** | | Normal service hours | The response time of Service Provider shall be:   |  |  | | --- | --- | | Classification | Response time | | Critical | [•]/[•] mins | | Urgent | [•]/[•] mins | | Normal | [•]/[•] mins | | | Beyond normal service hours | The response time of Service Provider shall be:   |  |  | | --- | --- | | Classification | Response time | | Critical | [•]/[•] mins | | Urgent | [•]/[•] mins | | Normal | [•]/[•] mins |   The Service Provider is to ensure that it is able to provide the Services on call on a 24-hour basis. | | During special events | The response time of Service Provider shall be:   |  |  | | --- | --- | | Classification | Response time | | Critical | [•]/[•] mins | | Urgent | [•]/[•] mins | | Normal | [•]/[•] mins | | | 1 to 3 cases: 2 points deducted  4 to 6 cases: 4 points deducted  7 to 8 cases: 6 points deducted  > 8 cases: 6 points + 1 point deducted per additional case  Deductions are capped at 10 points. |
| 4.2 | * Inaccurate/ under-reporting of information, statement and/or reports * Failure to respond to Service Buyer’s instructions * Failure to submit requested information, statement and/or reports within 3 working days unless otherwise specified | No. of cases | 1 to 3 cases: 2 points deducted  4 to 6 cases: 4 points deducted  7 to 8 cases: 6 points deducted  > 8 cases: 6 points + 1 point deducted per additional case  Deductions are capped at 10 points. |
| **5** | **Closure** |  |  |
| 5.1 | Time taken to resolve and close ad-hoc requests / complaints / feedback for Services | For Cleaning Services  Number of ad-hoc requests / complaints / feedback received that were not resolved and closed within:   * [3] days; or * As agreed by the Parties   For Handyman Services  Number of ad-hoc requests / complaints / feedback received that were not resolved and closed within:   * [3] days; or * As agreed by the Parties | 1 to 3 cases: 2 points deducted  4 to 6 cases: 4 points deducted  7 to 8 cases: 6 points deducted  > 8 cases: 6 points + 1 point deducted per additional case  Deductions are capped at 10 points. |
| **6** | **Services provided** |  |  |
| 6.1 | Total score of [•]% under the Performance Inspection Checklist | Percentage | [•] – [•]%: 2 points deducted  [•] – [•]%: 4 points deducted  [•] – [•]%: 6 points deducted  [•] – [•]%: 8 points deducted  [•] – [•]%: 10 points deducted |
| **7** | **Others** |  |  |
| 7.1 | Failure to comply with Relevant Laws and Regulations, not resulting in safety lapses | No. of cases | 1 point deducted per case |
| 7.2 | Failure to submit information such as checklists, documents or reports as reasonably requested by the Service Buyer | No. of days delayed | 0.5 point deducted per work day |

Definitions of “Critical”, “Urgent” and “Normal”

## The definitions of request classifications, i.e. critical, urgent and normal, are set out as follows:

|  |  |
| --- | --- |
| **Classification** | **Description** |
| “Critical” | “Critical” refers to all incidents that could endanger or pose risk to life or damage assets or affect building operations or services in whole or in part or has direct or indirect impact on the Service Buyer or any of its occupier/tenant’s ability to operate effectively or affect members of the public. Repeated incidents of the same nature or at the same locality shall also be considered critical. |
| “Urgent” | “Urgent” refers to all incidents that affect building operations or services in whole or part that would cause inconveniences or discomfort to occupiers as well as the public, affect the Service Buyer’s image and those incidents that could become “critical” if no appropriate actions are taken. Any cleaning requests which require immediate attention, such as breakages, leakages, and spillages, are considered urgent. In the event that the particular item is not in frequent use but if there is a scheduled usage, then it will also be regarded as urgent. |
| “Normal” | “Normal” refers to all incidents that are strictly localised in nature and do not have any effect on any building operations, services, tenants and public and do not have the potential of deteriorating into “urgent” or “critical” incidents. All “normal” cases that have the potential of becoming “urgent” or “critical” shall automatically be classified as “urgent”. Incidents that straddle between any of the two classifications shall take the more serious category. |

**ANNEX B: PERFORMANCE INSPECTION CHECKLIST**

|  |
| --- |
| Note:   * This Performance Inspection Checklist is illustrative only and is non-exhaustive. * Parties are to customise the Performance Inspection Checklist based on their specific needs. For example, the type of property (i.e. commercial – office, commercial - malls, residential, etc.) will have different items for inspection. * Parties are to specify the “measurement of standard of inspection”, such as whether they expect the standards to be met all the time or weekly/monthly and the criteria used to measure, as well as the “frequency of inspection” and allocate “maximum points” based on each item’s importance. * Parties should set realistic measurements based on the existing condition of their premises. |

**For Cleaning Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Finish** | **Standards** | **Measurement of standard of inspection** | **Frequency of inspection** | **Maximum points** | **Points earned during inspection** |
| Common Areas | Floors – Carpet and Entrance Mats | * Free from stains, dust, dirt, fluff, and refuse. * The pile shall have an even appearance without flattened pile | [•] | [•] | [•] |  |
| Floors – Vinyl, Hard, Polished | * Free from scuff marks, dust, dirt, fluff and refuse * Polishes or dressings necessary for the preservation / maintenance of the surface shall be applied at appropriate intervals. * Polished or buffed floors to have uniform lustre. * There shall be no accumulation of polishes or dressings which become detrimental to the surface. * Floors shall be in a safe condition and not left slippery or otherwise hazardous. | [•] | [•] | [•] |  |
| Furniture, fixtures and fittings (below 2 metres)  This includes all tables, chairs, ledges, skirting, pictures, frames, pipes, radiators, drinking machines, fire equipment, notice boards, signs, clocks, mirrors, switches, sockets and vents etc. | * Free from dust dirt, finger marks and smears. Metalwork bright and streak free. * No marks from other cleaning operations. * Hard surfaces that require either polishing or an application of dressing to enhance their appearance shall be attended to at intervals appropriate to usage. * Soft, upholstered surfaces that require a full clean shall be cleaned at intervals appropriate to usage and to be free from unpleasant or distasteful odour. | [•] | [•] | [•] |  |
| Waste bins | * Waste removed, liners replaced where necessary. * Surfaces of bins left clean and streak free. | [•] | [•] | [•] |  |
| Doors and door furniture | * Free from dust, dirt, finger marks and have a uniform appearance. | [•] | [•] | [•] |  |
| Walls and solid partitions | * Free from dirt, dust, smears, stains and other marks. * Polishes or dressings necessary for the preservation / maintenance or enhancement of surfaces shall be applied at appropriate intervals. | [•] | [•] | [•] |  |
| Door glazing | * Glazing, ledges, sills and frames to be clear of dirt, stains, smears and marks. | [•] | [•] | [•] |  |
| Blackboards / whiteboards | * Frames free from dust, dirt and marks. * Cleaners shall not remove annotations on boards. | [•] | [•] | [•] |  |
| Barrier / dust control matting | * Free from litter, fluff, debris, stains, dirt and refuse & the edges & reverse side are free from dust & dirt. | [•] | [•] | [•] |  |
| VIP Areas | All finishes as Common Areas | * All Standards as Common Areas. | [•] | [•] | [•] |  |
| Entrance doors, door glazing and glass partitions | * Free from dust, dirt, smears and finger marks. | [•] | [•] | [•] |  |
| Lifts | * Free from dust, dirt, smears, refuse and finger marks. | [•] | [•] | [•] |  |
| Internal common areas | * All Standards as Common Areas. * Free from dust, dirt, refuse and finger marks. | [•] | [•] | [•] |  |
| Hygienic Areas | All finishes as Common Areas | * All Standards as Common Areas | [•] | [•] | [•] |  |
| Toilets, urinals and toilet cubicles | * Free from dust, soil, stains, streak marks, sediment & mineral deposits, watermarks, finger marks and odours | [•] | [•] | [•] |  |
| Toilet walls | * Free from smears, streaks and soiling | [•] | [•] | [•] |  |
| Mirrors, toilet paper dispensers, soap dispensers and sanitary bins, hand dryers etc. | * Free from dust, smudges, finger marks, splash and cleaning marks. * Mirrors to be smear free and of uniform appearance. | [•] | [•] | [•] |  |
| Sanitary fittings, plumbing fixtures including pipe work. | * Free from dust, dirt, odour, soap deposits and timescale. * Taps and metal surfaces to have bright appearance. * No deposits of hair and debris. | [•] | [•] | [•] |  |
| Bin Centre | * All Standards as Common Areas * Free from odour, breeding or harbouring of vectors and other public nuisance such as generation of excessive noise * Refuse bins are properly clean after each removal. * Refuse bins are to be arranged in a proper and orderly manner. * Free from spillage of waste water, litter, refuse etc including route taken by the refuse & trucks leaving the Service Area. | [•] | [•] | [•] |  |
| Bin Chute | * All Standards as Common Areas * Free from odour, breeding or harbouring of vectors and other public nuisance such as generation of excessive noise. * Free from spillage of waste water, litter, refuse etc. | [•] | [•] | [•] |  |
| Periodic Cleaning | Hard Floors | * Free from oil and staining * Floors resealed and polished or restoration work | [•] | [•] | [•] |  |
| Internal glazing | * Glass free from smears, marks, dust and dirt | [•] | [•] | [•] |  |
| External glazing | * Free from smears, marks, dust & dirt | [•] | [•] | [•] |  |
| External facade | * Free from marks, dust & dirt | [•] | [•] | [•] |  |
| Surfaces below 2 metres | * Free from dust, cobwebs and marks | [•] | [•] | [•] |  |
| Surfaces above 2 metres | * Free from dust, cobwebs and marks | [•] | [•] | [•] |  |
| Others | Consumables Stocks in toilet, washrooms and showers | * Stock maintained above 25% | [•] | [•] | [•] |  |
| * Dispensers operate correctly and are not over filled | [•] | [•] | [•] |  |
| External common areas including paths, walkways, roads, drains (including LTA adopted roads, pavements & lights. i.e. everything within the cartilage of the whole site) and car parks. | * Free of obvious litter and cigarette ends | [•] | [•] | [•] |  |
| * Gritting of slippery areas to be carried out as necessary | [•] | [•] | [•] |  |
| * High pressure jet wash | [•] | [•] | [•] |  |
| * Desilting of external surface water drains | [•] | [•] | [•] |  |
| Common facilities, including function rooms, gyms, BBQ pits, etc. | * All Standards as Common Areas. * Free from dust, dirt, refuse and finger marks. | [•] | [•] | [•] |  |
| Waste monitoring | * Recording of amount of recyclable waste and non-recyclable waste collected | [•] | [•] | [•] |  |
| * Reporting of waste collected to Service Buyer | [•] | [•] | [•] |  |
| Waste bins | * Provision of sufficient waste bins, ensuring they operate correctly. | [•] | [•] | [•] |  |
| **Total points earned during inspection** | | | | | | [•] out of [Total points available] |
| **Total score (%)** | | | | | | [•] |

**For Handyman Services**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Category** | **Finish** | **Standards** | **Measurement of standard of inspection** | **Frequency of inspection** | **Maximum points** | **Points earned during inspection** |
| Basic plumbing services | Flushes | * Flushes in good working order. | [•] | [•] | [•] |  |
| Taps | * Taps in good working order. | [•] | [•] | [•] |  |
| Showers | * Showers in good working order. | [•] | [•] | [•] |  |
| Basic electrical and lighting works | Lighting | * Lighting in good working order. | [•] | [•] | [•] |  |
| Basic air-conditioning servicing and maintenance | Air-conditioners | * Air filters, evaporator coils, draining system are clean. | [•] | [•] | [•] |  |
| General contractor work | Painting | * Paint and sealant properly applied | [•] | [•] | [•] |  |
| Minor carpentry repair work | * Furniture, fixtures are properly installed / repaired | [•] | [•] | [•] |  |
| **Total points earned during inspection** | | | | | | [•] out of [Total points available] |
| **Total score (%)** | | | | | | [•] |