

Scope of Work

1.0 Background and Objective

WorldFish, covering 5.3 hectares, requires a reliable and experienced contractor to provide full-service cleaning and maintenance to ensure a safe, hygienic, and environmentally sustainable campus. This service must align with WorldFish's environmental, health, and safety policies. The service area includes the ground within and around the following facilities:

- 9 main buildings
- Wet laboratory
- Garbage store
- Gardeners & Cleaners Rest House
- Tennis court toilet block
- Open fish tank area
- Security post

2.0 Scope of Services / Deliverables

The contractor shall provide all necessary manpower, tools, machines, equipment, cleaning agents, and related materials required to maintain the premises in good condition throughout the duration of the contract.

2.1 Key tasks include:

- **Offices/Lobbies:**
 - Daily: Empty bins, sweep, vacuum/mop floors and dust windows
 - Rotating schedule: Scrub the toilet bowls and the toilet floors
 - Saturdays: Dust wooden beams, wet clean walkways, and common areas
 - Every 4 months: Deep clean lobby sofas
- **Desks:**
 - Daily: Clean empty desks and those used by management
 - Additional cleaning upon request
- **Meeting/Conference Rooms:**
 - Daily: Empty bins, clean surfaces, vacuum/mop floors
 - Additional cleaning on request
- **Bathrooms/Toilets:**
 - Twice daily: Clean all toilets, mop floors, disinfect fixtures
 - Refill toilet paper, soap, sanitizer
- **Cafeteria:**
 - Daily: Clean floors, tables, chairs, sinks; empty bins; sanitize tables after breaks and lunch; refill supplies; clean microwaves
 - Monthly: Deep clean cupboards, fridge, fans, and surrounding areas
- **Gym:**
 - Weekly: Sweep and mop floors

- Monthly: Clean and dust equipment
- **Nursing Room:**
 - Twice a month: Dust and mop floors, wipe beds and desks
 - Every 4 months: Change and wash bedsheets
- **Molecular Lab, Fish Nutrition Lab, Wet Lab & Aquarium Room:**
 - Daily: Empty bins and maintain cleanliness
 - Twice a month: General cleaning including sweeping, mopping, dusting, and waste disposal
- **Waste Management:**
 - Separate waste into categories: waste, plastic, glass, cans, paper, cardboard
 - Provide disposal bags and ensure correct disposal at cafeteria stations
 - Use eco-friendly products whenever possible
 - Collection and disposal of waste will be carried out as scheduled by the collectors.
- **Hygiene Services**
 - **Sanitary Bins (Pedal Blue):** 9 units.
 - **Dust Control Mats (3' x 5'):** 6 pcs.
 - **Dust Control Mats (2' x 3'):** 10 pcs

All hygiene equipment shall be always maintained in clean and functional condition. Replacement of consumables and periodic service shall be the Contractor's responsibility.

2.2 Cleaning tools and materials

- The contractor is responsible for supplying all necessary cleaning equipment and materials, including but not limited to mops, brooms, buckets, cleaning cloths, eco-friendly detergents, disinfectants, Clorox, soap, sanitizer, and other related items.
- All products used must be safe, effective, and environmentally friendly where possible.
- Cleaning materials must be replenished regularly to ensure uninterrupted service.
- The contractor must provide a sanitary pad disposal bin in every female toilet. The bins should be clean and hygienic, with liners or disposal bags. They must be emptied, cleaned, and regularly replaced by the vendor to keep them sanitary.

3.0 Contractor Responsibilities

- Provide a dedicated on-site supervisor during working hours.
- Maintain daily logs of work completed and issues.
- Coordinate on a weekly basis with the designated WorldFish Facilities representative.
- Contractor must employ reliable, trained staff with no criminal records.
- Foreign workers must have valid passports and work permits.
- Contractors must ensure staff follow WorldFish policies on ethics, anti-harassment, discrimination, child protection, and anti-corruption.
- Contractor is responsible for providing safety shoes, uniforms, and maintaining staff welfare, training, and substitutes when needed.
- Staff must have ID cards and written appointment letters per Malaysian Employment Act.
- Replace absent staff to ensure continuous services.

4.0 Working hours

Mon - Fri: 8.00 AM - 5.00 PM

Sat: 8.00 AM - 2.00 PM

- Public holidays observed as per Malaysian law.
- Extra staff may be assigned for specific tasks.

5.0 Safety & Insurance

The contractor must:

- Comply with all occupational safety regulations.
- Ensure all staff use PPE.
- Maintain Workers' Compensation and General Liability Insurance.
- Take full responsibility for employee safety, conduct, and welfare.
- Ensure all employment terms comply with the Malaysia Employment Act

6.0. WorldFish Requirements

- Contractor must be registered in Malaysia and based in Penang
- On-site supervisor with decision-making authority
- Minimum two daily cleaners, at least two permanent daily cleaners and one dedicated on-site supervisor or horticulturist
- Contractor staff must follow the Malaysian Employment Act
- Contractor to provide staff uniforms (distinct from other service providers). Uniforms must clearly show the contractor's name, safety shoes, and ID cards
- Contractor must provide adequate backup in case of emergencies
- Contractors responsible for worker attire, welfare, and insurance coverage

7.0 Contractor Qualifications

The contractor must submit:

- Company registration (with recent letter of good standing)
- Board of Directors' and staff details
- Valid insurance
- Staff references or sworn affidavit
- Office location proof (must be in Penang)
- Staff contracts, IDs, and permits (for foreign workers)

8.0 Payment Terms

Full monthly payments will be made upon submission of complete invoices, subject to internal processing. The Wages for workers must adhere to the Malaysia Employment Act minimum standards.

9.0 Location of Work / Period of Performance

- Location: <https://maps.app.goo.gl/EQn7ZJJDeZJCVK26>
- Period: 2-years contract with an optional 1-year renewal

Annex 1 – WorldFish Floor Plan

