

NMB BANK PLC

REQUEST FOR PROPOSAL
("RFP")

'PROVISION OF CLEANING SERVICES FOR NMB BRANCHES ACROSS THE COUNTRY DIVIDED IN 8 ZONES'

The content of this document is strictly confidential. You are authorized to use this document only in preparing a response to NMB Request for Proposal "**PROVISION OF CLEANING SERVICES FOR NMB BRANCHES ACROSS THE COUNTRY DIVIDED IN 8 ZONES**"

It is forbidden to make copies of this document without the express written permission of the REQUESTOR. The content remains the property of NMB BANK PLC. This document, together with all such copies, should be returned to NMB BANK PLC together with your Proposal. Should you decide not to submit a Proposal, this document should be returned to NMB BANK PLC not later than the closing date for the submission of the Proposal.

The address of the Requestor is:

SECRETARY
NMB BANK Plc. MANAGEMENT TENDER COMMITTEE,
NMB HEAD OFFICE,
Ohio/Ali Hassan Mwinyi Road, PO Box 9213,
Dar es Salaam, Tanzania.

Telephone: +255 22 232775
procurement@nmbtz.com

Please escalate your concerns confidentially about any unacceptable practices in the tender process through the following channels:

NMB's Postal Address: Attn. to CEO [envelope marked "strictly private and confidential"] Toll Free Phone Numbers: 0658 / 0779 / 0685 / 0800 751 000 Email Address: whistleblowing@nmbtz.com NMB Website: www.nmbbank.co.tz [then select the Whistle Blowing Section.

1 INSTRUCTION TO TENDERERS

1.1 Invitation

You, your company are hereby invited to submit a tender for ‘**PROVISION OF CLEANING SERVICES FOR NMB BRANCHES ACROSS THE COUNTRY DIVIDED IN 8 ZONES**’ – **Dar es Salaam, Northern, Eastern, Western, Southern, Central, Highland and Lake Zone**.” NMB Bank Plc will use this tender as a basis for a decision regarding the “**PROVISION OF CLEANING SERVICES FOR NMB BRANCHES ACROSS THE COUNTRY DIVIDED IN 8 ZONES**”. You should note that each zone will be evaluated separately and vendor will be required to bid per zone of their interest (you are also allowed to bid for more than one zone)

1.2 Obtaining the tender document

A complete set of tender document can be obtained by interested candidates from NMB Website through this link <https://www.nmbbank.co.tz/tenders> upon payment of a non-refundable fee of **TSHS. 50,000/= payable to NMB Account No. 302040002** at any NMB Branch. The original Bank slip/copy **MUST** be accompanied with the tender document upon submission of the tender document.

1.3 Submission of Tender

The closing time and date for submission of written Tenders is on **Monday 2nd November, 2020 at 1500 hours**, by that time your Tender must be properly sealed and submitted to the respective NMB Zonal Offices that you are bidding for as per the addresses provided below. The tender to be marked on top of the envelope: **‘PROVISION OF CLEANING SERVICES FOR NMB BRANCHES ACROSS THE COUNTRY DIVIDED IN 8 ZONES**’. NMB Bank Plc shall be entitled to reject any tender received after the due date and time or tender not received at the respective zone.

Dar es Salaam Zone Office,
Samora/Pamba Street (Bank House),
P.O. BOX 4887,
Dar es Salaam.

Eastern Zone Office,
Wami Branch 2nd Floor (Uhuru Street),
P.O. BOX 1066,
Morogoro.

Northern Zone Office,
Clock Tower Branch (Sokoine/Fire Street),
P.O. BOX 1256,
Arusha.

Central Zone Office,
Dodoma Branch (Nyerere/Oneway Street),
P.O BOX 888,
Dodoma.

Lake Zone Office,
Kenyatta Branch (Kenyatta Road),
P.O. BOX 1580,
Mwanza.

Western Zone Office,
Tabora Branch (Mihayo Building),
P.O. BOX 681, Jamhuri Street,
Tabora.

Highland Zone Office,
Mbalizi Road Branch (Mbalizi Rd. Street),
P.O. Box 792,
Mbeya.

Southern Zone Office,
Mtwara Business Cente,
P.O. Box 625 (Tanu/Agakhan Street),
Mtwara.

1.3 Disclosure of reasons

NMB Bank Plc reserves the right not to disclose any of its reasons for the taking of decisions resulting from this Invitation for Tender.

1.4 Completeness of Tender

You are specifically required, in your Tender, to respond in writing to each of the points of Section 1 of this Invitation for Tender, in this sequence and with retention of this numbering system. Your responses could

consist of "Noted", "Accepted" or "Not Accepted", together with an associated or supporting statement where appropriate.

You are also required, in your tender, to respond in writing to each of the points of Section 3, and 4, of this Invitation for Tender, in this sequence and with retention of the numbering system.

1.5 Language

You are requested to submit your tender in English.

1.6 Number of copies

You are requested to submit three(3) complete sets of your tender, one original and two(2) copies of your tender together with three(3) sets of all supporting documentation.

1.7 Format of Tender

You are requested to submit your tender in A4 format, with printing on one side of a page only.

1.8 Misrepresentation

NMB Bank Plc, decision-making process, will to a large extent be reliant upon the information supplied by you. Should it be found that aspects of such information are incomplete, untrue or misleading, NMB Bank Plc reserves the right to terminate negotiations with you.

1.9 Clarifications

A prospective candidate requiring any clarification of the tender document may notify NMB in writing addressed to NMB Secretary Tender Committee through address provided on the invitation to tender or email procurement@nmbbank.co.tz. The Procuring entity will respond in writing to any request for clarification of the tender documents, which it receives not later than 14th October, 2020. Any clarification of the bidding document will be communicated through the same link of obtaining the tender document and can be accessible to all prospective vendors.

1.10 Completeness of Tender

You are expected to provide to NMB Bank Plc an accurate and complete tender as requested in more detail hereunder. Should you find the said requests incomplete or ambiguous, the responsibility rests upon you to obtain clarification from the Requestor (NMB).

1.11 Tender Official Contact

Upon release of this Tender, all vendor communications concerning this tender request should be directed to the Requestor (Secretary NMB Tender Committee). Unauthorised contact regarding this tender with other NMB Bank Plc employees may result in disqualification. Any oral communications will be considered unofficial and non-binding to NMB Bank Plc. You are to rely only on written statements issued by the Tender Requestor. (Secretary NMB Tender Committee)

1.12 Influencing

It is specifically brought to your attention that any attempts at influencing NMB Bank Plc decision-making process outside of the Tender Committee responsible, may lead to disqualification.

1.13 Costs and Selection

All costs incurred by you in preparing the tender and providing any additional information to NMB Bank Plc, shall be borne by you. The issuance of this tender does not obligate NMB Bank Plc to accept any of the resulting tenders. NMB Bank Plc makes no commitments, implied or otherwise, that this tender process will result in a business transaction with one or more of the suppliers.

1.15 Tender Responses

NMB Bank Plc is not under any obligation to search for clarification through additional or unformatted information submitted as a supplement to the formatted response. Where a tender submitted contains conflicting information, NMB Bank Plc at its option may either request clarification or may consider the information unresponsive.

1.16 Contract Award

NMB Bank Plc reserves the right to appoint one Supplier for more than one zone requested subject to fulfilling the requirements set in this tender document.

1.17 Site Visit

Vendors will be allowed to conduct site visit to selected branches, Cash Collection Points (CCP) and Offsite ATM. The request for site visit should be sent via email to procurement@nmbbank.co.tz immediately after the advert is issued in newspapers but not later than **20th October 2020** with the name and Copy of ID of the person who will be visiting the branches.

1.18 Validity of Tenders

Tenders shall remain valid for 90 days after date of tender opening prescribed above. A tender valid for a shorter period shall be rejected by the Procuring entity as nonresponsive.

Accepted	Not Accepted

1.19 Payment Conditions

NMB Bank Plc. prefers to pay all its local registered vendors through Bank transfer to their NMB Account. Therefore, we are encouraging vendors to open account with the Bank to facilitate payment process. Local Vendors who are maintaining Bank Account with NMB Bank will be given added advantage in the selection process.

Accepted	Not Accepted

2. STATEMENT OF REQUIREMENT

NMB has more than 200 branches and more than 150 offsite ATMs across the country divided in 8 Zones namely – Dar es Salaam Zone, Northern Zone, Lake Zone, Highland Zone, Southern Zone, Western Zone, Central Zone and Eastern Zone, NMB is looking for a service provider who will be able to provide cleaning services of its branches across the country for each specified zone (please see the list of branches and offsite ATM in appendix).

Cleaning Services shall include the following scope:-

INSIDE OFFICES

- Carpeted areas to be hovered daily and shampooed as and when necessary;
- Sweeping, rubbing, mopping and polishing of Terrazzo/PVC / ceramic/wooden floors as appropriate;
- Glass windows/doors to be cleaned devoid of any marks at all times;
- All furniture fittings inside the offices to be cleaned daily kept shiny (through polishing);
- Computers, printers, photocopiers and other electronics to be wiped daily and kept free from dust;
- Curtains/Vertical Blinds to be cleaned;

WASHROOMS (Inside offices)

- Thorough cleaning using appropriate detergents and chemicals on toilet basins, sinks, taps, mirrors, windows, doors, walls and floors and any other fittings;
- The toilet basins, sinks and urinals including flush and taps to be disinfected at least twice a day. Air fresheners and urinal balls to be placed in toilets and urinals to maintain a constant freshness in these areas;
- Mopping and polishing of floor as appropriate;
- Any marks on the mirrors to be constantly removed;

- Provision and service of **sanitary bins** for all branches toilets (Except for CCPs).

EXTERNAL CLEANING

- Sweeping, rubbing, mopping and polishing of Terrazzo/Ceramic/Paving floors as appropriate;
- Handrails, doors, windows, walls, light fittings etc to be kept spotless clean all the time;
- Glass windows/doors to be cleaned devoid of any marks;
- Cleaning of external walls (glass and cladding façade);
- General cleaning of the outside surrounding of the branches, paved areas and road pathways;

GREEN SERVICES

- Maintenance of external garden;
- Maintenance of internal plants;
- Treating infected plants with pesticides;
- To maintain and keep flower beds and pots in good shape;
- Provision of landscaping services

DUSTBINS

- Dustbins shall be emptied at least twice a day and the waste dumped in the appropriate area allocated in that area.

OFFSITE ATMS

- Sweeping and moping of ATM areas;
- Dusting and wet wiping of walls and doors on ATM area;
- Removal of smudges on window partitions and window doors;
- Removal of garbage to collection point;
- ATM Lobby (customers side) to be clean at all times;
- Cleaning once a week when the ATM machines are opened from operation side;

A complete scope is attached in the below RFP

NB:

- Cleaning should be done using the appropriate ecofriendly detergents/chemicals and materials to avoid any reaction;
- Staff deployed to these cleaning services should be in uniforms and have protective clothing.

Preliminary Examination

The Bank will examine the tenders to determine whether they are complete, whether any computational errors have been made, whether the documents have been properly signed, all attachments like registration certificates, statutory certificates are valid and whether the tenders are generally in order.

Arithmetical errors will be rectified on the following basis - If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail.

The Bank may waive any minor informality or nonconformity or irregularity in a proposal which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any tenderer.

Prior to the detailed evaluation, pursuant to the above paragraphs, the Bank will determine the substantial responsiveness of each tender to this RFP document. For purposes of these paragraphs, a substantially responsive tender is one which conforms to the terms and conditions of the RFP document without material deviations. The Bank's determination of a tender's responsiveness is to be based on the contents of the tender itself without recourse to extrinsic evidence.

If a tender is not substantially responsive, it will be rejected by the Bank and may not subsequently be made responsive by the tenderer by correction of the nonconformity.

S/N	Mandatory Requirements	YES/NO
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1	Submission of a Valid Business License	
2	Submission of VAT/Tin Registration Certificates	
3	Submission of Certificate of Incorporation	
4	Submission of compliance certificate from OSHA	
5	Power of attorney	
6	Litigation statement	

Detailed Evaluation.

The procuring entity will evaluate and compare the tenders which have been determined to be substantially responsive subject to passing preliminary evaluation.

		Scores
1	Specific Experience of the company in similar works – Cleaning services for the past three years (Minimum 3 projects – provide reference/recommendation letters)	20
2	Availability of machines, equipment and tools to be used for cleaning services in branches	10
3	Understanding of assignment (Methodology to be used) - An Operational plan Providing a detailed daily, weekly and monthly operational plan for the whole contract duration. (This to include staffing required to undertake tasks, sequence and frequency of events and tools to necessary to carry tasks, waste handling procedures and all other procedures required in the scope of work). Please submit a signed and Stamped procedures and methodology of execution which will forms part of the contract.	30
4	Documentary evidence (Pay roll from at least two current sites) by the bidder on the adherence to minimum wage guidelines for the Cleaners as provided by the Ministry of Labour	10
5	Submission of Audited Financial Statements for the last two years	15
6	Proper presentation of your bid	5

Due Diligence will be conducted for assessment of the bidders’ ability to perform the work. The Bank shall examine the following aspects: -

- a) The bidder's **capacity** to discharge duties of similar nature and magnitude comparable to the Bank.
- b) **Quality** of service offered by the bidder established through reference checks from previous clients.

3. COMMERCIAL REQUIREMENT

3.1 Capability

- 3.1.1 Please indicate where you have fulfilled similar requirements on other completed or ongoing projects of a similar nature, type, scale and / or complexity before?
- 3.1.2 If you have, how would you classify your performance? What problems arose, and how will they be avoided on this contract?
- 3.1.3 Provide at least three references letters from current clients with similar arrangements
- 3.1.4 Please provide the contact reference in the table below;

	Reference Number 1	Reference Number 2	Reference Number 3
Client			
Contact’s Title			
Phone			

- 3.1.5 What do you believe are your firm's strengths? What do you believe are the challenges you face?
- 3.1.6 Please describe the 3 most recent customer complaints and how you resolved them?
- 3.1.7 Briefly describe your interest in this contract and what factors makes you the best vendor in your opinion (include here any information or material you want NMB to take into consideration while evaluating your ability to perform this contract).
- 3.1.8 Explain your ability to perform proposed functions using current systems or the need to make additional Investment
- 3.1.9 Explain on whether the use of other parties or subcontractors by the third party would be recommended in your proposal
- 3.1.10 Explain the Scope of your internal controls, systems and data security, privacy protections and audit coverage
- 3.1.11 Give details on Knowledge of relevant consumer protection and regulations that is applicable in your procedures – OSHA certificate.

3.2 Service Provisioning and Management

- 3.2.1 Please describe your proposed account management structure for the NMB Contract?
- 3.2.2 Please describe your proposed staffing plans in respect of the NMB Contract?

3.3 Quality Process

- 3.3.1 Please provide details of any quality assurance certification that your company holds e.g. ISO 9000 or equivalent standard. Please include a copy of any certificate. If no accreditation held, please attach an outline of your quality assurance policy.
- 3.3.2 Please describe your solution delivery and project management methodology/framework

3.4 Supplier Organisation

- 3.4.1 Provide a complete description of all third parties / consortia members to this tender, i.e. foreign supplier, local suppliers and or agencies involved in this bid.
- 3.4.2 Clarify how third parties / consortia members will be organised and managed?
- 3.4.3 Describe your business resumption strategy and contingency development plans

4 SUPPLIER SPECIFIC INFORMATION

4.1 Vendor Background

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

- 4.1.1 Please describe the vendor's background, including how long it has been in business.

Date of Incorporation:	
Country of Registration:	
Registration Number:	
Vat Registration Number:	

- 4.1.2 Are there any current directors serving on boards of other organisations?

Names of Directors	Name of organisation

4.1.3 A detailed organ gram, disclosing all related holding companies, subsidiaries and associates clearly showing the respective shareholding

4.1.4 **Pricing** – Please submit your pricing model in a sealed separate envelope as per price schedule below:-

Branches and Cash Collection Points

Item No.	Name of the Site/Branch	Number of Cleaners	Materials	Total Cost per month (TSHS)	Total Cost per Year (TSHS)
1	Dar Zone Office				
	Bank House				
	Continue as per the list of branches in each zone				
	Provide a unit price per cleaner which will be used as the basis for any additional branch				
Supply of Sanitary bins and disposal(Cost per bin)					

*****Provide breakdown of total cost per branch to show how much cleaners will paid and material cost.**

Offsite ATMs

Item No.	Zone	Number of offsite ATMs	Unit Cost of Cleaning per offsite ATM	Total Cost per month (TSHS) all ATMs in one zone	Total Cost per Year (TSHS) all ATMs in one zone
1	Dar Es Salaam Zone	58			
2	Central Zone	12			
3	Northern Zone	20			
4	Eastern Zone	24			
5	Lake Zone	15			
6	Highland Zone	7			
7	Southern Zone	2			
8	Western Zone	8			

REMARKS

- In case of discrepancy between unit price and total, the unit price shall prevail.
- The vendor must provide pricing in both hard copy and Soft Copy, preferably in Excel spread sheet
- The payments will be made on monthly basis.
- You are supposed to quote for all branches and offsite ATMs within one zone, award will be done per zone
- The pricing should include costs for sanitary disposal.

- Tenderers Name -----
- Authorized signature-----
- Stamp-----
- Date-----

4.2 Annual Reports and Financial Data

Unless instructed otherwise, when answering questions in this Section, please give details, which specifically relate to your Company and not to the whole of the group if your Company forms part of that group.

4.2.2 Characterise your company’s financial performance for the last two years.

4.2.3 Furnish balance sheets/financial statements for the last two years.

4.2.4 Include your company’s annual report to shareholders for the last two years with your RFP Response.

- 4.2.5 Specify whether there are any pending or threatened claims that could affect your financial standing. Provide details of attorney's and legal advisors as well as confirmation letters from such attorney's with regard to the existence or non-existence of any pending litigation.
- 4.2.6 Furnish a copy of Insurance Cover to this proposal.

4.3 Declaration of Interest

- 4.3.2 Has any Director, Partner, Associate, Company Secretary, Senior Manager or Manager in your organisation been employed by NMB? If YES, please give details.
- 4.3.3 Does any Director, Partner, Associate, Company Secretary, Senior Manager, Manager or any person connected with the RFP, have any relationship (family, friend, other) with a person employed in the department concerned with the administration of this RFP and/or any person who may be involved with the evaluation or adjudication of this RFP? If YES, please give details

LIST OF APPENDICES**1. LIST OF BRANCHES, CASH COLLECTION POINTS AND ATMS****LIST OF BRANCHES, CASH COLLECTION POINTS AND ATMS**

Zone	Branch	Region/District	Number of Cleaners
Central	Babati	Manyara	3
Central	Bahi	Dodoma	1
Central	Bunge	Dodoma	2
Central	Chamwino	Dodoma	1
Central	Dodoma	Dodoma	4
Central	Hydom	Manyara	1
Central	Ikungi	Singida	2
Central	Itigi	Singida	2
Central	Katesh	Manyara	2
Central	Kibaigwa	Dodoma	2
Central	Kibaya	Dodoma	2
Central	Kiomboi	Singida	3
Central	Kondoa	Dodoma	3
Central	Kongwa	Dodoma	3
Central	Makole	Dodoma	2
Central	Manyoni	Singida	3
Central	Mazengo	Dodoma	3
Central	Mbulu	Manyara	3
Central	Mitundu	Singida	1
Central	Mkalama	Singida	2
Central	Mpwapwa	Dodoma	3
Central	Simanjiro	Manyara	2
Central	Singida	Singida	3
Central	UDOM	Dodoma	4
Central	Kambarage	Dodoma	3
Central	Capital Office	Dodoma	1
Central	Zonal Office	Dodoma	3
Central	Dodoma Municipal CCP	Dodoma	1
Central	Dongobesh	Manyara	1
Central	Dareda	Manyara	1
Central	Chemba	Manyara	1
LIST OF OFFSITE ATM			
Central	Dodoma - CAMEL OIL ATM		
Central	Dodoma - Kizota ATM		
Central	Dodoma - Kisasa ATM		
Central	Dodoma - St John ATM		

Central	Dodoma - Ihumwa ATM		
Central	Singida - Kibaoni ATM		
Central	Dodoma - UDOM Social ATM		
Central	Dodoma - UDOM Chimwaga ATM		
Central	Dodoma - UDOM Education ATM		
Central	Dodoma - CDA Building ATM		
Central	Babati - Magugu ATM		
Central	Mipango		
	Total Number of Offsite ATMs	12	
Highlands	Mbalizi	Mbeya	6
Highlands	Mbozi	Songwe	4
Highlands	Mlowo	Songwe	3
Highlands	Tunduma	Songwe	5
Highlands	Ileje	Songwe	5
Highlands	Sumbawanga	Rukwa	6
Highlands	Nkasi	Rukwa	4
Highlands	Mpanda	Katavi	4
Highlands	Usongwe	Mbeya	4
Highlands	Mwanjelwa	Mbeya	5
Highlands	Mwanjelwa Business Centre	Mbeya	4
Highlands	Chunya	Mbeya	5
Highlands	Mt.Loleza	Mbeya	4
Highlands	Busokelo	Mbeya	2
Highlands	Kyela	Mbeya	4
Highlands	Tukuyu	Mbeya	4
Highlands	Mbarali	Mbeya	4
Highlands	Ludewa	Njombe	4
Highlands	Makete	Njombe	4
Highlands	Njombe	Njombe	4
Highlands	Mafinga	Iringa	4
Highlands	Makambako	Njombe	4
Highlands	Kilolo	Iringa	3
Highlands	Wanging'ombe	Njombe	2
Highlands	Ruaha	Iringa	3
Highlands	Ilula	Iringa	3
Highlands	Mkwawa	Iringa	5
Highlands	Uyole	Mbeya	3
Highlands	Mkwajuni	Iringa	3

Highlands	Kasumulu	Mbeya	3
Highlands	Zonal Office	Mbeya	3
Highlands	Laela	Rukwa	2
Highlands	Matai Kalambo	Rukwa	2
Highlands	Mlele	Katavi	2
Highlands	MajiMoto BOW	Katavi	2
Highlands	Mbeya City Council CCP	Mbeya	1

LIST OF OFFSITE ATMS

Highlands	Iringa Municipal OSA		
Highlands	Kinanyambo OSA		
Highlands	Mwanjelwa OSA		
Highlands	MUST OSA		
Highlands	Mbeya Repheral OSA		
Highlands	Kiwira OSA		
Highlands	Sumbawanga Hospital OSA		
	Total Number of ATMS		7

DAR	Airport	Dar es salaam	4
DAR	Bank House	Dar es salaam	6
DAR	Chakechake	Pemba	2
DAR	Congo street	Dar es salaam	3
DAR	Gongo la Mbotu	Dar es salaam	3
DAR	Ilala	Dar es salaam	3
DAR	Kariakoo	Dar es salaam	3
DAR	Kariakoo Business Centre	Dar es salaam	3
DAR	Kigamboni	Dar es salaam	2
DAR	Kurasini	Dar es salaam	2
DAR	Magomeni	Dar es salaam	4
DAR	Mandela Road	Dar es salaam	3
DAR	Mbagala	Dar es salaam	3
DAR	Mbezi Beach	Dar es salaam	4
DAR	Mlimani City	Dar es salaam	5
DAR	Morogoro Road	Dar es salaam	3
DAR	Msasani Branch	Dar es salaam	3
DAR	Msasani Stores	Dar es salaam	2
DAR	Muhimbili	Dar es salaam	2
DAR	Mwanakwereke	Unguja	2
DAR	Mwenge	Dar es salaam	2
DAR	NMB House	Dar es salaam	3
DAR	Oysterbay Plaza	Dar es salaam	3

DAR	Sinza	Dar es salaam	3
DAR	Tandika	Dar es salaam	2
DAR	Tegeta	Dar es salaam	3
DAR	Temeke	Dar es salaam	3
DAR	Bandari	Dar es salaam	2
DAR	Ubungo Plaza	Dar es salaam	2
DAR	University of DSM	Dar es salaam	2
DAR	Zanzibar	Unguja	3
DAR	Zonal Office	Dar es salaam	2
DAR	3rd &4th floor Bank House	Dar es salaam	2
DAR	Ohio	Dar es salaam	3
DAR	Mbezi Louis	Dar es salaam	3
DAR	Zanzibar	Zanzibar	3
DAR	Airport /Swisport CCP (3 points)	Dar es salaam	1
DAR	Simon Group CCP/UDART	Dar es salaam	1
DAR	Ministry of Land CCP/ARDHI CCP	Dar es salaam	1
DAR	Pugu CCP	Dar es salaam	1

LIST OF OFFSITE ATMS

DAR	Kinyerezi		
DAR	Yombo		
DAR	Segerea standi		
DAR	Tabata Bima		
DAR	Buguruni		
DAR	Mbagala		
DAR	Chamazi		
DAR	Charambe		
DAR	Gongo la mboto		
DAR	Chanika		
DAR	Segerea Oilcom		
DAR	Tabata kimanga		
DAR	Airwing		
DAR	Utumishi		
DAR	Muhimbili		
DAR	Chang'ombe		
DAR	Mgulani		
DAR	Kijichi		
DAR	Kongowe		
DAR	Mjimwema		
DAR	Kigamboni		
DAR	Kibada		

DAR	Utalii/Maliasili		
DAR	Hadhina		
DAR	Moi		
DAR	CBE		
DAR	Mnazimmoja		
DAR	Sokota		
DAR	Ngome		
DAR	Makumbusho		
DAR	Bunju		
DAR	Goba		
DAR	Kawe		
DAR	Nakiete		
DAR	Morocco		
DAR	TMJ		
DAR	Kairuki		
DAR	Kunduchi		
DAR	Rainbow		
DAR	Makongo		
DAR	Cliptoplaza		
DAR	Tegeta		
DAR	Kijiweni		
DAR	Ardhi		
DAR	Udsm		
DAR	Changanyiken		
DAR	Kimara		
DAR	Kigogo nofal oil		
DAR	Mawasiliano		
DAR	Mwananyamala		
DAR	Ubungo		
DAR	Mabibo		
DAR	Open university		
DAR	Mtoni Jeshini		
DAR	Kisonge		
DAR	Ziwani		
DAR	Migombani		
DAR	Dunga TPDF		
TOTAL OFFSITE ATMS			58
Eastern	Eastern Zone Office	Morogoro	2
Eastern	Wami	Morogoro	9

Eastern	Mount Uluguru	Morogoro	3
Eastern	Mvomero	Morogoro	2
Eastern	Turiani	Morogoro	3
Eastern	Gairo	Morogoro	3
Eastern	Kilosa	Morogoro	4
Eastern	Kilombero	Morogoro	3
Eastern	Ifakara	Morogoro	4
Eastern	Mlimba	Morogoro	3
Eastern	Mahenge	Morogoro	3
Eastern	Chalinze	Pwani	4
Eastern	Bagamoyo	Pwani	3
Eastern	Mlandizi	Pwani	2
Eastern	Kibaha	Pwani	4
Eastern	Kisarawe	Pwani	3
Eastern	Mkuranga	Pwani	2
Eastern	Kibiti	Pwani	3
Eastern	Mafia	Mafia	3
Eastern	Malinyi	Morogoro	3
Eastern	Bank on Wheel (Mngeta)	Morogoro	1
Eastern	Mlonganzila CCP	Pwani	1
Eastern	Morogoro Municipal CCP	Morogoro	1
Eastern	Msamvu	Morogoro	3
Eastern	Morogoro Business Centre	Morogoro	4
Eastern	Rufiji CCP	Pwani	1
Eastern	SUA (Wami branch) New	Morogoro	2
Eastern	Mikumi (Under Kilombero) New	Morogoro	2
LIST OF ATMS			
Eastern	Mzumbe Main Campus		
Eastern	Sua Main Campus		
Eastern	Sua Mazimbu		
Eastern	Sadiq Petrol Station		
Eastern	Atn Petrol Station		
Eastern	Nanenane		
Eastern	Morogoro Repheral Hospital		
Eastern	Pangawe		
Eastern	St Kizito Mikumi		
Eastern	Kilombero Sugar		
Eastern	Mang'ula		
Eastern	Kilombero Ded/Radio		
Eastern	St Francis Hospital		
Eastern	Kpl Mngeta		

Eastern	Mtibwa Sugar		
Eastern	Ngerengere		
Eastern	Msata		
Eastern	Old Kibaha Branch		
Eastern	Msangani		
Eastern	Maili Moja		
Eastern	Mnarani		
Eastern	Kiluvya		
Eastern	Kibamba		
Eastern	Tumbi		
	Total offsite ATM		24
Southern	Kilwa Masoko	Lindi	3
Southern	Lindi	Lindi	3
Southern	Mtwara PPF Plaza	Mtwara	4
Southern	Mtwara Business Centre	Mtwara	2
Southern	Tandahimba	Mtwara	2
Southern	Newala	Mtwara	3
Southern	Masasi	Mtwara	4
Southern	Ndanda	Mtwara	2
Southern	Nachingwea	Mtwara	3
Southern	Ruangwa	Lindi	2
Southern	Liwale	Lindi	2
Southern	Nanyumbu	Mtwara	2
Southern	Tundururu	Mtwara	3
Southern	Southern Zonal Office	Mtwara	2
Southern	Namtumbo	Ruvuma	2
Southern	Songea	Ruvuma	5
Southern	Litembo	Ruvuma	2
Southern	Mbinga	Ruvuma	3
Southern	Nyasa	Ruvuma	2
Southern	Madaba	Ruvuma	2
LIST OF ATMS			
Southern	Mtwara stand offsite		
Southern	Msamala offsite Atm		
	Total offsite ATM		2
Lake	Biharamulo	Kagera	3
Lake	Bunda	Mara	4
Lake	Mwanza Business Center	Mwanza	3
Lake	Butiama	Mara	2

Lake	Buzuruga	Mwanza	4
Lake	CCP Sirari	Mara	1
Lake	Chato	Geita	3
Lake	Geita	Geita	3
Lake	Igoma	Mwanza	3
Lake	Kaitaba	Kagera	4
Lake	Katoro	Geita	2
Lake	Kayanga	Kagera	3
Lake	Kenyatta Road	Mwanza	5
Lake	Kyerwa	Kagera	1
Lake	Magu	Mwanza	3
Lake	Misenyi	Kagera	3
Lake	Misungwi	Mwanza	3
Lake	Mugumu	Mara	3
Lake	Muleba	Kagera	4
Lake	Musoma (old)	Mara	3
Lake	Nansio	Mwanza	3
Lake	New Musoma	Mara	3
Lake	Ngara	Kagera	3
Lake	Ngudu	Mwanza	3
Lake	Nkwenda	Kagera	2
Lake	Nyamongo	Mara	3
Lake	Nyang'wale	Mwanza	2
Lake	Pamba Road	Mwanza	3
Lake	Kabanga	Kagera	1
Lake	Rock City	Mwanza	3
Lake	Rorya Branch	Mara	3
Lake	Rorya II	Mara	1
Lake	Rusumo	Kagera	1
Lake	Sengerema	Geita	3
Lake	Tarime	Mara	3
Lake	Sirari Branch	Mara	2
Lake	Ilemela	Mwanza	2
Lake	Bank on Wheel (BOW)	Mwanza	1
Lake	Mutukula Branch	Kagera	1
Lake	Mwanza Jiji CCP	Mwanza	1
Lake	Igogo CCP	Mwanza	1
Lake	Zone Office	Mwanza	2
Lake	Busega	Mwanza	2
Lake	Geita Gold Market	Geita	1
LIST OF OFFISTE ATMS			

Lake	Mwanza - Jiji	Mwanza	1
Lake	Mwanza - Bugando	Mwanza	1
Lake	Mwanza - Buzuruga	Mwanza	1
Lake	Mwanza - Nyegezi Stand	Mwanza	1
Lake	Mwanza - SAUT	Mwanza	1
Lake	Mwanza - Kisesa	Mwanza	1
Lake	Mwanza - Maduka Tisa	Mwanza	1
Lake	Mwanza - Mkuyuni / Butimba	Mwanza	1
Lake	Mwanza - Buhongwa	Mwanza	1
Lake	Bukoba - Kaboya Jeshii	Kagera	1
Lake	Bukoba - TTCL	Kagera	1
Lake	Biharamulo - Jeshini	Kagera	1
Lake	Musoma - Kiabakari Jeshini	Mara	1
Lake	Musoma - Mwembeni	Mara	1
Lake	Bukoba - Old	Kagera	1
	TOTAL OFFISTE ATMS		15
Western	Bariadi	Simiyu	4
Western	Bukombe	Geita	2
Western	Mbogwe Embedded Brnch	Geite	3
Western	Igunga	Tabora	2
Western	Itilima	Simiyu	2
Western	Kahama	Shinyanga	5
Western	Kahama BC	Shinyanga	3
Western	Kakonko	Kigoma	2
Western	Kaliua	Tabora	2
Western	Kasulu	Kigoma	4
Western	Kibondo	Kigoma	3
Western	Kigoma	Kigoma	4
Western	Kishapu	Shinyanga	2
Western	Maganzo	Shinyanga	2
Western	Manonga	Shinyanga	4
Western	Maswa	Simiyu	3
Western	Mihayo	Tabora	4
Western	Mwadui	Shinyanga	2
Western	Mwanhuzi	Simiyu	3
Western	Nkinga	Tabora	2
Western	Nzega	Tabora	3
Western	Sikonge	Tabora	3
Western	Urambo	Tabora	3
Western	Uvinza	Kigoma	2

Western	Ushetu D.C. CCP	Shinyanga	1
Western	Buhigwe	Kigoma	1
Western	Zone Office	Tabora	2
LIST OF OFFSITE ATMS			
Western	Mihayo Briged Offsite		
Western	Mihayo Mirambo Offsite		
Western	Kigoma Offsite		
Western	Kahama Hospital ATM		
Western	Shinyanga Bus Standy		
Western	Old Shinyanga Offsite ATM		
Northern	Handeni	Tanga	3
Northern	Kilindi	Tanga	2
Northern	Korogwe	Tanga	4
Northern	Muheza	Tanga	3
Northern	Pangani	Tanga	3
Northern	Madaraka	Tanga	3
Northern	Mkwakwani	Tanga	2
Northern	Mkinga	Tanga	2
Northern	Horohoro	Tanga	1
Northern	Mombo	Tanga	2
Northern	Lushoto	Tanga	4
Northern	Bumbuli	Tanga	2
Northern	Hedaru	Kilimanjaro	2
Northern	Same	Kilimanjaro	3
Northern	Mwanga	Kilimanjaro	4
Northern	Himo	Kilimanjaro	3
Northern	Holili Branch	Kilimanjaro	1
Northern	Tarakea	Kilimanjaro	3
Northern	Rombo	Kilimanjaro	3
Northern	Mawenzi Road	Kilimanjaro	3
Northern	Nelson Mandela	Kilimanjaro	5
Northern	Siha/Sanya Juu	Kilimanjaro	3
Northern	Hai	Kilimanjaro	3
Northern	Namanga CCP	Arusha	1
Northern	Moshi Municipal CCP	Kilimanjaro	1
Northern	USA River	Arusha	3
Northern	Mererani QSB	Arusha	2
Northern	Namanga	Arusha	3

Northern	Arusha Market	Arusha	3
Northern	Arusha Business Centre	Arusha	4
Northern	Zone Office	Arusha	3
Northern	Clock Tower	Arusha	5
Northern	Ngarenaro	Arusha	3
Northern	Monduli	Arusha	3
Northern	Karatu	Arusha	4
Northern	Loliondo	Arusha	3
Northern	Mkata	Tanga	3
Northern	Mbuyuni	Kilimanjaro	2
Northern	Arusha City Council CCP	Arusha	1
Northern	Arusha District Council CCP	Arusha	1
Northern	Ngaramtoni	Arusha	2
Northern	Mto wa Mbu	Arusha	2
Northern	AIM Mall Bureau de Change	Arusha	1
Northern	Arusha Mineral Market	Arusha	1
Northern	Mirerani Mineral Market	Arusha	1
Northern	Namanga CCP	Arusha	1
LIST OF OFFSITE ATMS			
Northen	Chuo Cha Polisi	Moshi	
Northen	Bus Stand	Moshi	
Northen	Kcmc	Moshi	
Northen	Kiboroloni	Moshi	
Northen	Great North Petrol Station	Arusha	
Northen	Uhasibu	Arusha	
Northen	A - Z Kisongo	Arusha	
Northen	A - Z Unga Limited	Arusha	
Northen	Jacaranda	Arusha	
Northen	Morombo	Arusha	
Northen	Arusha City	Arusha	
Northen	Arusha Dc	Arusha	
Northen	Kia	Moshi	
Northen	Tengeru	Arusha	
Northen	Tpdf	Arusha	
Northen	Karatu Dc	Arusha	
Northen	Tanga City	Tanga	
Northen	Total	Tanga	
Northen	Namanga	Arusha	
Northen	Waso	Arusha	
	Total Offsite ATM		20

2. SCOPE OF SERVICE FOR CLEANING BRANCHES

General Guidelines on Cleaning

1. Flooring, ceiling, wall, columns, partitions and glass panels (including top surface) shall be free of duct, cobwebs, and stains and cleaned, sealed and polished in accordance with the operational frequency specified herein.
2. Cleaning staff to exercise every care when dismantling and re-fixing all fittings, signs, or paintings, etc as the cost of repair or replacement of any such item damaged or broken as a result of careless handling or negligence on his part or that of his employees shall be charged to the service provider.
3. All items of cleaning products shall be diluted or mixed in accordance with the manufacturer's instructions.
4. All scrubbing shall be done with an approved standard-speed scrubbing machine.
5. Burnishing of floors shall be done with an approved high-speed scrubbing machine.
6. Waste matter from sanitary towels and waste paper receptacles shall be collected as soon as receptacles are full and at least once a day and sanitary towels receptacles shall be cleaned and disinfected immediately after emptying.
7. Empty all receptacles such as waste paper baskets, ashtray, etc whenever full and at least twice a day. Collection of litter, and these baskets shall be transported about the building on suitable trolleys mounted on rubber castors. On no account shall wicker baskets or any other type of container be permitted to be dragged along the floors.
8. Remove unwanted paper boxes or crates beside the normal waste paper and rubbish. All stains on the floors e.g. oil, coffee, paint, etc, must be removed immediately.
9. Transport all refuse collected from waste paper receptacles, etc to the refuse centres for subsequent disposal.
10. For Conference Rooms, cleaning must be carried out immediately after each meeting.
11. Without prejudice to the requirements mentioned in this Specifications, Service Provider shall deploy sufficient cleaners to be stationed in the building to attend to the following works:
 - a. Regular cleaning of toilets to maintain a continuous high standard of cleanliness (at least 5 times a day during 0700 hours to 1730 hours).
 - b. Constant checking of toilets to ensure that depleted toiletries are always replenished.
 - c. Continuous cleaning of entrance, lobbies, common staff areas, staff rest rooms, etc to ensure that all such areas are kept free of litter and dust at all

times.

- d. Cleaning of any spillage that may occur in any part of the building.
 - e. Carrying out any other cleaning jobs as may be instructed by NMB.
 - f. Continuous mopping of common areas on rainy days.
12. Cleaning, sealing and polishing of the floors of common areas.
13. All rest/locker rooms are to be swept at least once a day.
14. Generally the following cleanliness standard should prevail: -
- a. Carpets should be well vacuum cleaner. Stain marks should be removed wherever possible.
 - b. Floor and stairs should be cleaned and free of litter, dirt and stains.
 - c. Windows, curtains and banisters should be free from dust and dirt.
 - d. Toilets should be clean and tidy.
 - e. Food-service areas and workstations to be cleared, clean-down and sanitized.

Carpet/Upholstery Shampooing Cleaning Service

1. Vacuuming should be carried out to remove stains and marks on the carpet/upholstery.
2. Heavily soiled and stained area should be spot-shampooing so as to remove all stubborn stains/patches before general shampooing takes place.
3. Actual shampooing – hot water extraction/steam cleaning should be used.
4. Pile lifting should be carried out wherever appropriate.
5. All furniture, equipment removed to make way for the work to be carried out efficiently should be moved back to their original location after the work.
6. Wall carpet/upholstery shampooing should follow the above procedure and hand shampooing machine should be used.
7. All chemicals used should be diluted according to manufacturer's instructions. Service Provider shall be liable for damages to the carpets/upholstery arising from his or her employee's negligence.
8. For carpet flooring, the frequency of steam shampooing included in the contract shall be quarterly for general offices and all carpeted areas; and monthly shampooing for lounges & heavy traffic area/passages.

Toilets Cleaning

1. Toilet cleaners must visit and clean each toilet 5 times a day, on each visit the following must be observed:
 - a. Toilet cleaners must carry out with them all necessary tools and materials (pails, mops, toiletries, clean soft cloth, etc)
 - b. Toilet cleaners must dry all wet floor/walls/partitions/etc.
 - c. Toilet cleaners must clean dirty floors/walls/partitions/toilet bowls/urinals/etc
 - d. Toilet cleaners must replenish toilet rolls, urinal tablets, hand soap, etc.
2. Toilet inspection cards and holders are to be provided and installed
3. The supervisor's should inspect each toilet 2 times a day (once in the morning and in the afternoon.)
4. Each inspection will be signed and timed on the card to be displayed prominently in each toilet.
5. On each inspection, the supervisor must ensure toilets are in tiptop condition otherwise, toilet cleaners must be summoned to clean up the toilet immediately.
6. Male toilets should be cleaned by male cleaners only and likewise for female toilets (for branches with male and female toilets).
7. The frequency of the toilets cleaning is subject to change as and when instructed by NMB authorized officer.

1. Summary of cleaning procedures

Type	Daily	Weekly	Monthly	Remarks
Marble and Terrazzo Flooring	Dry-sweep and damp-mop twice daily	Thoroughly scrub with a solution of water/detergent using a heavy duty scrubbing, Machine, rinse with clean water and dry surface. Apply approved emulsion polish and burnish to a high gloss finish.		Thoroughly machine scrub and strip all such areas once every 3 months, using an approved stripping chemical in accordance with manufacturer's instructions. Rinse with clean water and collect all wastewater with a set pick-up vacuum. Apply one coat of approved transparent sealer as per manufacturer's instructions spray-burnish to shine and apply two coats approved emulsion polish. Burnish to shine on the following day
Mosaic Flooring including staircase and risers (except toilets)	Dry sweep and damp mop once daily, at least 4 times daily for heavy traffic areas including staircases/landing to the canteen.	Thoroughly scrub with a solution of water/detergent, using a heavy duty- scrubbing machine, rinse with clean water and dry surface		
Carpeted Flooring	Vacuum and clean entire area once a day; spot shampoo whenever is necessary	Spot Clean heavy traffic areas with machine using dry methods	Steam shampoo lounge area/heavy traffic areas	Steam shampoo carpeted area with an approved carpet shampoo quarterly
Vinyl flooring	Damp-mop to remove all loose dirt, streaks, dust, etc	Scrub, wash and clean all vinyl rubber floor tiles. Apply 2 coats of approved emulsion polish and burnish to a high gloss finish.		Strip clean *entire floor for heavy traffic areas and apply 2 coats of emulsion polish and re-polish to a high gloss finish. For normal traffic areas, once in 6 months.
	Spray burnishes heavily traffic areas with an approved polish to remove all scuffmarks, stains and embedded grime.			

Type	Daily	Weekly	Monthly	Remarks
Ceramic Tile Flooring (except toilet)	Dry-sweep to remove all loose dirt, dust, etc and damp-mop with a solution with water/detergent to remove all stains and embedded grime twice daily.	Thoroughly scrub with solution of water/detergent, rinse with clean water and dry		
Cement & sand screed stores	Dry-sweep and remove all loose dirt, etc and damp mop with clean water once daily	Damp mop with a solution of water/detergent for removal of oil and stubborn stains	Thoroughly scrub with solution of water/detergent, rinse with clean water and mop dry	
Areas beneath raise floors (e.g. in computer rooms)				Vacuum clean once every 6 months.
Internal Mosaic Glazed surface wall	Damp mop with water clean	Damp clean with a solution of water/detergent & disinfectant		Care should be taken to keep the cement pointing of the tiles free from all grease & accumulated grime.
Gypsum Partitions		Damp clean with a solution of water/detergent & disinfectant		Care should be taken to ensure that water does not soak into porous material through the joints.
Timber Paneling including doors, door frames, Floor panels & glass panels on the doors.		Feather dust, giving special attention to junction with ceiling columns etc.		
Glass doors (including Aluminium framings, Fascias, Handles, door knobs and other glazed surface), white board and black boards	Damp clean with water & dry surfaces with a soft cloth	Clean surface with glass cleaning solution & polish to shine. For aluminium surfaces, apply polish & buff to shine with a soft dry cloth.		Constant wiping of heavily used glass doors to remove fingerprints, stains, etc.
External Façade, Glass panels, including Aluminium framing and glass panels on notice board.		Damp-clean with a solution of water & detergent and dry surfaces with a soft clean cloth.		For the internal high glass panels, which are not easily accessible, Service Provider shall provide their own staging and clean up these surfaces thoroughly once every 3 months. The inside surface of the notice board glass panels shall be cleaned quarterly



Request for Provision of Cleaning Services for NMB Branches Across the Country

Type	Daily	Weekly	Monthly	Remarks
				For external façade where gondola (specialized equipment) must be used, Service Provider is to provide gondolas at his own cost and clean up the entire areas together with the external façade including curtain wall and aluminium louver panels once a year during the contract period.
Roller Shutters, windows		Damp clean with a solution of water/detergent & dry surface with a soft clean cloth.		Service Provider shall not be permitted to open any external windows/roller shutter unless with the expressed permission of the NMB Authorized Officer. Care should be taken to ensure that no greater force than is be applied, so as to prevent the removal of the decorative material itself.
Fire Extinguisher s & fire hose reels.		Damp clean with a solution of water & detergent and dry surfaces with a soft clean cloth.		
Emulsion Painted surface	Damp clean areas dirtied by finger marks & stains with a solution of water/detergent.			Care should be taken to ensure that no greater force than is required to remove the marks/stains shall be applied, so as to prevent the removal of the decorative material itself.
Laminated Plastic	Damp clean with a solution of water/detergent to remove all finger marks, etc.		Apply cleansing solution & polish to shine with a soft dry cloth	
Clocks & switches etc.			Clean with mirror cleanser & buff with a soft dry cloth.	
Bulk refuses containers, Refuse Chutes Bin centre, etc.	Flush & clean with water detergent & disinfectant			

Type	Daily	Weekly	Monthly	Remarks
Light, fittings, directional & information signs, graphics, telephone booth etc.			Damp clean with a solution of a water/detergent & clean surface with a soft clean dry cloth.	We shall exercise every care when dismantling & re-fixing these items, as the cost of repair or replacement of any such items damaged or broken as a result of careless handling or negligence on his part, will have to be borne by him. Electro-plated plastic signs should only be wiped with a clean soft dry cloth.
Telephone sets, office equipments, computer terminals etc.	Clean with a clean soft cloth to remove dust, marks & stains. Clean and wipe mouthpiece of telephone with anti- bacterial chemical			
Timber railings	Feather dust to remove cobwebs, dust etc.	Damp clean with water & wipe dry.		
Stainless steel Aluminium, Bronze surfaces & Graphics	Dry clean with a clean soft cloth to remove all stains, marks etc	Apply liquid polish & buff to shine with a soft dry cloth.		
External surfaces curtain wall & glass panels				Scrub with a solution of water/detergent every half-yearly. Contractor is to provide/install gondola at his own cost. Care should be taken to keep the surface free from all dirt and mosses.
Marble surfaced wall & column		Damp clean with a solution of neutral detergent in water		Application of water based seal every 3 months.
Ceiling surface			Clean with brush head vacuum cleaner to remove cobwebs & dust.	Special attention to be given to junction with walls and columns
Inlet & outlet grilles of air-condition & ventilation systems (including those on the walls), light and other electrical fittings aluminum joints etc.			Clean with brush head vacuum cleaner to remove cobwebs & dust	Damp clean with a solution of water/detergent & wipe dry. Half yearly or as and when directed
Metal ceiling, blinds pipes			Clean with brush head vacuum	Once in three months, damp clean with a solution of water/detergent.

Type	Daily	Weekly	Monthly	Remarks
			cleaner to remove cobwebs & dust	
Curtains/Blinds (Fabric)			Clean with brush head vacuum cleaner to remove cobwebs & dust	
Lifts /Dumbwaiter (including entrance lobby)	Vacuum carpet floor damp-mop PVC floor in the case of vinyl tiles or other floor finishes.	Polish all metal acqerued surface with liquid polish & buff to shine with a soft cloth. Clean all metal door tracks & remove all dirt collected inside these tracks.	Carpet floor to be shampooed. Vinyl floor to scrub off wax & re-apply.	Move frequent vacuuming of carpet of damp mopping of vinyl tiles shall be allowed during the wet season Spray with anti-insecticide as and when instructed
	Cleaning must be ready by 0800 hours. In addition, 6 more spot cleaning must be done; timing to be determined by SO. Litters to be removed at each visit.	Damp wipe ceiling light fittings, ventilation grills with clean water. Waxing of vinyl floor.		
Furniture (including cabinets), drinking fountains, etc	Damp clean all furniture & tables to remove dust, dirt etc	Damp clean all furniture (excluding fabric upholstered furniture) with a solution of water/detergent. Vacuum clean all fabric-upholstered furniture including damp cleans the metal/timber components		Furniture also including metal cabinets.
Containers for plants	Remove all litter cigarette butts etc from containers		Damp clean with a solution of water/detergent & dry surfaces with soft cloth	
	,			
Flower boxes and kerbs to flower beds.	Remove all litter cigaerttes butts etc, from flower pots	Scrub and wash the surfaces of all concrete flower boxes and kerbs to all flowerbeds to remove dirt, algae growth etc.		

Type	Daily	Weekly	Monthly	Remarks
Toilets	<p>(a) Dry-clean/mop floor walls etc at least five times a day at 0730hours, 0930 hours, 1130 hours, 1400 hours & 1630 hours.</p> <p>(b) At 0730 hours during opening branch, thoroughly scrub floor with detergent and flush with clean water and mop dry surfaces.</p>	High pressure water jet and clean the entire place thoroughly including all fixtures and fittings.		Service Provider shall be required to put up sign in front of the toilet to advise the user that the cleaning operation is in progress. He is also required to immediately wipe dry all washroom/cubicles doors surface after cleaning of toilets.
	Damp clean walls, partitions, doors, windows etc with a solution of water and detergent to remove dirt and stubborn stain. On each of the cleanings, contractor to replenish toiletries/toilet rolls where required. Damp-clean all			The sign needs to be put only when the floors are being scrubbed. Service Provider must not allow water to be sprayed on the wall otherwise damage to electrical fittings and others will be charged to be Service Provider.
Sanitary Fittings	Sanitary fittings e.g. W.C sanitary fittings, e.g. W.C urinals, washbasins etc at least twice a day with a solution of water and detergent. For W.C pedestal seat & cover (including underside) an approved bactericidal cleanser is to be used. Clean W.C bowls with a nylon bristle lavatory brush and a bactericidal toilet.			The cleaning of W.C unit shall include the bowls, the underside of the flushing rims and the necks of traps etc. Service Provider is to clear minor chokes in W.C pans, washbasins, urinals, floor traps etc. Defective sanitary fittings, vandalism or theft should be reported to SO at once. Service Provider shall be responsible for any losses of exposed toilet fittings in the toilets. He is expected to make good the looses
	Scrub bottom and sides of urinals (especially the joints) with solution of water and detergent. Uric scale from the urinal traps must be de-scaled			A very high standard cleanliness is expected and all toilets and fittings must be kept clean and shining at all times and free from litter and smell nuisance Soap and toilet rolls must be replenished continuously
Metal fittings	Dry-clean all painted chrome plated/stain-less steel fittings such as taps, dispensers, receptacles, pipes twice a day	Apply liquid polish to all chrome plated/stainless steel fittings & buff with a soft dry cloth		



Request for Provision of Cleaning Services for NMB Branches Across the Country

Type	Daily	Weekly	Monthly	Remarks
Mirrors	Thorough clean mirrors with a soft cloth and an approved brand of mirror cleanser to remove all dust & blemishes. Constantly wipe off accumulation of water droplets throughout the whole day.			On no account shall damp cleaning with water be permitted on the mirrors.
Litter Bins Venetian	Empty, wipe clean & replace correctly at least twice a day & more frequently when full.	Empty, wash thoroughly, disinfect (both inside & outside) & wipe dry		Service Provider is responsible to transport all the refuse collected within the building to the bin center at least twice a day.
Vertical Blinds	Feather dust to remove cobwebs, dust etc.	Damp clean with a solution of water/detergent. All dust & deposits shall be removed from slats, tapes & gear which shall be left uniformly clean & free from cleaning marks.		
Metal Railing	Damp clean with water & dry surfaces with a soft cloth.			
Conference Room	Damp and dry wipe table tops and empty and clean ashtrays after each meeting but at least twice a day – once during lunchtime and once after office hours. Disposal cups must be removed.			
Door mat	Dust and Clean	To be washed.		



2. BAR CHART

TASK NO	TASK DESCRIPTION	8 HOURS	
		6:30:00 AM - 07:30 AM	3:30:00 PM - 05:30 PM
1	Removing cobwebs.		
2	Cleaning and Mopping.		
3	Emptying dust bins.		
4	Vacuum cleaning all Carpet Floors		
5	Glass, Window & Door Cleaning,		
6	Floor Scrubbing & Stain Removing		
7	Cleaning: Toilets (WC),Urinals		
11	Thorough cleaning, scrubbing all floors and polishing		