

**NMB BANK PLC**

**REQUEST FOR PROPOSAL**  
**("RFP")**

**'PROVISION OF CLEANING SERVICES FOR NMB BRANCHES ACROSS THE COUNTRY DIVIDED IN 7 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 IN 7 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](mailto: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](mailto:whistleblowing@nmbtz.com) NMB Website: [www.nmbbank.co.tz](http://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 IN 7 ZONES’ – Dar es Salaam, Northern, 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 IN 7 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. 100,000/= 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 **Thursday 22<sup>nd</sup> September 2022 at 15:00 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 7 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.**

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

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

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

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

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

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](mailto: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 12<sup>th</sup> September, 2022. 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). Unauthorized 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](mailto:procurement@nmbbank.co.tz) immediately after the advert is issued in newspapers but not later than **12<sup>th</sup> September 2022** 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 7 Zones namely – Dar es Salaam Zone, Northern Zone, Lake Zone, Highland Zone, Southern Zone, Western Zone and Central 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 always cleaned devoid of any marks;
- 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 branch's 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 always;
- 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 and PPEs.

#### **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
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.

Items	Score %
Submission of Audited Financial Statements for the last two years	10
Minimum Three years of relevant experience	5
Minimum Three contracts with Similar sized organization	5
Demonstrated ability to provide environmentally friendly cleaning practices	5
Minimum 3 letters of recommendation (dated less than 3 years)	10
Operational plan with a detailed daily, weekly, monthly plan?	10
Staffing requirement plan; supervisors and cleaners	10
Equipment and machinery, tools list including Personal Protective Equipment (PPE)	10
A signed and Stamped procedures and methodology of execution which will forms part of the contract.	10
Management structure of the company	5
Medical examination reports for all cleaners	10
Documentary evidence (Pay roll from at least two current sites) on adherence to minimum wage guidelines for the Cleaners as provided by the Ministry of Labour	10
TOTAL	100

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	Price Per Cleaner(TZS) per month	Materials Cost TZS per month	Management Fee per month
1	Dar Zone Office			
	Bank House			
	Continue as per the list of branches in each zone .....			

Supply of Sanitary Bins		
NO.	Item	Cost per Bin
1	Supply of Sanitary Bins and Disposal per bins	

\*\*\* Materials should include cleaning materials and consumables such as toilet papers etc

Unit cost per Cleaner will be used incase of any additional Branch or Offsite ATM.

Number of Cleaners will be added by the Bank during evaluation.

**Offsite ATMs**

	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	79			
2	Central Zone	16			
3	Northern Zone	20			
4	Lake Zone	15			
5	Highland Zone	7			
6	Southern Zone	2			
7	Western Zone	6			

**Note: The Cleaning Cost for An offsite ATM Includes Materials, Labour and Management Fee.**

## 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 Characterize 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

## **1 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 dust, 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 intiptop 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.



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

**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 scuff marks, stains and embedded grime.			



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

Type	Dail y	Weekl y	Monthly	Remarks
Ceramic Tile Flooring (excepttoilet)	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 solutionof 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 ofoil and stubborn stains	Thoroughly scrubwith solution of water/deterg ent,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 surfacewall	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		Care should be taken to ensure thatwater does not soak into porous material

		water/detergent & disinfectant		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



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Type	Dail y	Weekl y	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 fingermarks & 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 fingermarks, 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 refuse containers, Refuse Chutes Bin centre, etc.	Flush & clean with water detergent & disinfectant			



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

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.



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

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 (includingentrance lobby)	Vacuum carpet floor damp-mop PVCfloor in the case of vinyl tiles or other floor finishes.	Polish all metal acquered 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. Vinylfloor 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 cigarette butts etc, from flower pots	Scrub and wash the surfaces of all concrete flower boxes and kerbs to all flower beds to remove dirt, algae growth etc.		



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

Type	Dail y	Weekl y	Monthly	Remarks
Toilets	(a) Dry-clean/mop floor walls etc atleast five times a day at 0730hours,0930 hours, 1130 hours, 1400 hours & 1630 hours.  (b) At 0730 hours during opening branch, <b>thoroughly</b> scrub floor with detergent and flush with clean water and mop dry surfaces.	High pressure water jet andclean the entire place thoroughly including all fixtures and fittings.		Service Provider shall be required to putup 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 waterand 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 thefloors 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, washbasinsetc at least twice a day with a solution of water and detergent. For W.C pedestal seat & cover (includingunderside) 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 flushingrim and the necks of traps etc. ServiceProvider is to clear minor chokes in W.Cpans, washbasins, urinals, floor traps etc. Defective sanitary fittings, vandalism or theft should be reported to SO at once. Service Provider shall beresponsible 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 solutionof 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 drycloth		





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

Type	Dail y	Weekl y	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.		





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

**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		

Branch Name	Status; Branch/CCP/OSA	Region	District	Zone
Bahi	Branch	Dodoma	Bahi	Central
Bunge	Branch	Dodoma	Dodoma	Central
Bunge	OSA	Dodoma	Dodoma	Central
Chamwino	Branch	Dodoma	Chamwino	Central
Dodoma	Branch	Dodoma	Dodoma	Central
Dodoma Municipal-Old building	CCP	Dodoma	Dodoma	Central
Education- UDOM	OSA	Dodoma	Dodoma	Central
Ihumwa- TPDF	OSA	Dodoma	Dodoma	Central
Ikungi	Branch	Singida	Ikungi	Central
Ilongero	CCP	Singida	Singida Vijijini	Central
Itigi	Branch	Singida	Singida	Central
Kambarage	Branch	Dodoma	Dodoma	Central
Kibaigwa	Branch	Dodoma	Kongwa	Central
Kiomboi	Branch	Singida	Iramba	Central
Kisasa	OSA	Dodoma	Dodoma	Central
Kizota	OSA	Dodoma	Dodoma	Central
Kondoa	Branch	Dodoma	Kondoa	Central
Kongwa	Branch	Dodoma	Kongwa	Central
Makole	Branch	Dodoma	Dodoma	Central
Manyoni	Branch	Singida	Manyoni	Central
Mazengo	Branch	Dodoma	Dodoma	Central
Mipango	OSA	Dodoma	Dodoma	Central
Mitundu	Branch	Singida	Manyoni	Central
Mkalama	Branch	Singida	Mkalama	Central
Mpwapwa	Branch	Dodoma	Mpwapwa	Central
Singida	Branch	Singida	Manyoni	Central
Social Studies-UDOM	OSA	Dodoma	Dodoma	Central
St. Johns University	OSA	Dodoma	Dodoma	Central
UDOM	Branch	Dodoma	Dodoma	Central
Zone Office				Central
Airport	Branch	Dar es Salaam	Ilala	DSM
Bagamoyo	Branch	Pwani	Bagamoyo	DSM
Bank House	Branch	Dar es Salaam	Ilala	DSM
Chakechake	Branch	Kusini Pemba	Chakechake	DSM
Chalinze	Branch	Pwani	Bagamoyo	DSM

Congo Street	Branch	Dar es Salaam	Ilala	DSM
Gongo la Mboto	Branch	Dar es Salaam	Ilala	DSM
Ilala	Branch	Dar es Salaam	Ilala	DSM
Kariakoo	Branch	Dar es Salaam	Ilala	DSM
Kariakoo Business Center	Branch	Dar es Salaam	Ilala	DSM
Kibaha	Branch	Pwani	Kibaha	DSM
Kibiti	Branch	Pwani	Rufiji	DSM
Kigamboni	Branch	Dar es Salaam	Kigamboni	DSM
Kisarawe	Branch	Pwani	kisarawe	DSM
Kurasini	Branch	Dar es Salaam	Temeke	DSM
Mafia	Branch	Pwani	Mafia	DSM
Magomeni	Branch	Dar es Salaam	Kinondoni	DSM

Mandela Road	Branch	Dar es Salaam	Ilala	DSM
Mbagala	Branch	Dar es Salaam	Temeke	DSM
Mbezi	Branch	Dar es Salaam	Kinondoni	DSM
Mbezi Louis	Branch	Dar es Salaam	Ubungo	DSM
Mkuranga	Branch	Pwani	Mkuranga	DSM
Mlandizi	Branch	Pwani	Kibaha	DSM
Mlimani City	Branch	Dar es Salaam	Kinondoni	DSM
Morogoro Road	Branch	Dar es Salaam	Ilala	DSM
Msasani	Branch	Dar es Salaam	Kinondoni	DSM
Muhimbili	Branch	Dar es Salaam	Ilala	DSM
Mwanakwerekwe	Branch	Mjini Magharibi	Magharibi	DSM
Mwenge	Branch	Dar es Salaam	Kinondoni	DSM
Ohio	Branch	Dar es Salaam	Ilala	DSM
Oysterbay	Branch	Dar es Salaam	Kinondoni	DSM
Sinza	Branch	Dar es Salaam	Kinondoni	DSM
Tandika	Branch	Dar es Salaam	Temeke	DSM
Tegeta	Branch	Dar es Salaam	Kinondoni	DSM
Temeke	Branch	Dar es Salaam	Temeke	DSM
TPA Bandari	Branch	Dar es Salaam	Temeke	DSM
Ubungo	Branch	Dar es Salaam	Kinondoni	DSM
University	Branch	Dar es Salaam	Kinondoni	DSM
Zanzibar	Branch	Mjini Magharibi	Mjini	DSM
Airport Forex	AirPort Offsite ATM	Dar es Salaam	Temeke	DSM

Airport Terminal 3	AirPort Offsite ATM	Dar es Salaam	Temeke	DSM
Airwing	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Ardhi	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Ardhi	Bank/House CCP	Dar es Salaam	Ilala	DSM
ATCL	Morogoro road CCP	Dar es Salaam	Ilala	DSM
Buguruni	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Bunju	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Bureau change	Airport CCP	Dar es Salaam	Temeke	DSM
Cargo	Airport CCP	Dar es Salaam	Temeke	DSM
CBE	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Chamazi	AirPort Offsite ATM	Dar es Salaam	Temeke	DSM
Changanyikeni	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Chang'ombe	B/House Offsite ATM	Dar es Salaam	Temeke	DSM
Chanika	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Charambe	AirPort Offsite ATM	Dar es Salaam	Temeke	DSM
Dunga TPDF	Zanzibar Offsite ATM	Unguja	Unguja	DSM
GBP petrol station	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Goba	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Gongo la mboto	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Gudal	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Hadhina	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Immigration	Airport CCP	Dar es Salaam	Temeke	DSM
Kairuki	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Kawe	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Kibada	B/House Offsite ATM	Dar es Salaam	Kigamboni	DSM
Kibamba	Kibaha Offsite ATM	Dar es Salaam	Ubungo	DSM
Kigamboni	B/House Offsite ATM	Dar es Salaam	Kigamboni	DSM

Kigogo nofal oil	Sinza Offsite ATM	Dar es Salaam	Ilala	DSM
Kijichi	B/House Offsite ATM	Dar es Salaam	Temeke	DSM
Kijiweni	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Kiluvya Jeshini	Kibaha Offsite ATM	Dar es Salaam	Ubungo	DSM
Kimara	Sinza Offsite ATM	Dar es Salaam	Ubungo	DSM
Kinyerezi	AirPort Offsite ATM	Dar es Salaam	Ubungo	DSM
Kisonge	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Kongowe	B/House Offsite ATM	Dar es Salaam	Temeke	DSM

Kunduchi	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Loliondo	Kibaha Offsite ATM	Pwani	Kibaha	DSM
Mabibo	Sinza Offsite ATM	Dar es Salaam	Ubungo	DSM
Macho Manne	Chakechake Offsite ATM	Dar es Salaam	Pemba	DSM
Maili moja stend	Kibaha Offsite ATM	Pwani	Kibaha	DSM
Makongo	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Makumbusho	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Mawasiliano	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Mbagala	AirPort Offsite ATM	Dar es Salaam	Temeke	DSM
Mgulani	B/House Offsite ATM	Dar es Salaam	Temeke	DSM
Migombani	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Mjimwema	B/House Offsite ATM	Dar es Salaam	Kigamboni	DSM
Mkuu wa mkoa	Kibaha Offsite ATM	Pwani	Kibaha	DSM
Mloganzila	kibaha CCP	Dar es Salaam	Kibaha	DSM
Mloganzila	Kibaha Offsite ATM	Dar es Salaam	Ubungo	DSM
Mnazimmoja	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Moi	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Morocco	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Msangani Jeshini	Kibaha Offsite ATM	Pwani	Chalinze	DSM
Msata Jeshini	Chalinze offsite ATM	Pwani	Chalinze	DSM
Mtoni Jeshini	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Muhimbili	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Mwananyamala	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Nakiete	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Ngerengere	Chalinze offsite ATM	Pwani	Chalinze	DSM
Ngome	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Nungwi	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Open university	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Paje	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Pugu	G/mboto CCP	Dar es Salaam	Ilala	DSM
Rainbow	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
Rufiji	Kibiti CCP	Dar es Salaam	Mkuranga	DSM
Segerea Oilcom	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Segerea stand	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Sokota	B/House Offsite ATM	Dar es Salaam	Temeke	DSM

Swissport	Airport CCP	Dar es Salaam	Temeke	DSM
Tabata Bima	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Tabata kimanga	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Tegeta	Mbezi Offsite ATM	Dar es Salaam	Kinondoni	DSM
TRA	Airport CCP	Dar es Salaam	Temeke	DSM
Tumbi	Kibaha Offsite ATM	Pwani	Kibaha	DSM
Ubungo	Sinza Offsite ATM	Dar es Salaam	Ubungo	DSM

Udsm	Sinza Offsite ATM	Dar es Salaam	Kinondoni	DSM
Ukonga magereza	AirPort Offsite ATM	Dar es Salaam	Ilala	DSM
Utalii/Maliasili	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Utumishi	B/House Offsite ATM	Dar es Salaam	Ilala	DSM
Yombo	AirPort Offsite ATM	Dar es Salaam	Temeke	DSM
ZHR	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Ziwani	Zanzibar Offsite ATM	Unguja	Unguja	DSM
Zone Office				DSM
Busokelo	Branch	Mbeya	Busokelo	Highlands
Chunya	Branch	Mbeya	Chunya	Highlands
Ileje	Branch	Songwe	Ileje	Highlands
Ilula	Branch	Iringa	Kilolo	Highlands
Kalambo	Branch	Rukwa	Kalambo	Highlands
Kasumulu	Branch	Mbeya	Kyela	Highlands
Kilolo	Branch	Iringa	Kilolo	Highlands
Kyela	Branch	Mbeya	Kyela	Highlands
Laela	Branch	Rukwa	Sumbawanga	Highlands
Ludewa	Branch	Njombe	Ludewa	Highlands
Mafinga	Branch	Iringa	Mafinga TC	Highlands
Makambako	Branch	Njombe	Makambako	Highlands
Makete	Branch	Njombe	Makete	Highlands
Mbalizi Road	Branch	Mbeya	Mbeya City Council	Highlands
Mbarali	Branch	Mbeya	Mbarali	Highlands
Mbozi	Branch	Songwe	Mbozi	Highlands
Mkwajuni	Branch	Songwe	Songwe	Highlands
Mkwawa	Branch	Iringa	Iringa	Highlands
Mlowo	Branch	Songwe	Mbozi	Highlands
Mwanjelwa	Branch	Mbeya	Mbeya CC	Highlands
Njombe	Branch	Njombe	Njombe TC	Highlands
Nkasi	Branch	Rukwa	Nkasi	Highlands

Ruaha	Branch	Iringa	Iringa town	Highlands
Sumbawanga	Branch	Rukwa	Sumbawanga	Highlands
Tukuyu	Branch	Mbeya	Rungwe	Highlands
Tunduma	Branch	Songwe	Tunduma	Highlands
Usongwe	Branch	Songwe	Songwe	Highlands
Uyole	Branch	Mbeya	Mbeya DC	Highlands
Wanging'ombe	Branch	Njombe	Wanging'ombe	Highlands
Iringa municipal	OSA		Iringa	Highlands
MATAI (EMBEDED)	Branch	Rukwa	Kalambo	Highlands
Mbeya city	CCP		Mbeya DC	Highlands
Mbeya Referral	CCP		Mbeya DC	Highlands
MUST	OSA		Mbeya DC	Highlands
Mwanjelwa	OSA		Mbeya DC	Highlands
Sumbawanga referral hospital	OSA			Highlands
Tunduma CCP	CCP		Momba	Highlands
Zone Office			Mbeya DC	Highlands
Biharamulo	Branch	Kagera	Biharamulo	Lake
Bunda	Branch	Mara	Bunda	Lake
Busoga	Embedded	Simiyu	Busoga	Lake

Butiama	Embedded	Mara	Butiama	Lake
Buzuruga	Branch	Mwanza	Nyamagana	Lake
Chato	Branch	Geita	Chato	Lake
Geita	Branch	Geita	Geita	Lake
Igoma	Branch	Mwanza	Nyamagana	Lake
Ilemela	Branch	Mwanza	Ilemela	Lake
Kabanga	Embedded	Kagera	Ngara	Lake
Kaitaba	Branch	Kagera	Bukoba	Lake
Katoro	Branch	Geita	Geita	Lake
Kayanga	Branch	Kagera	Karagwe	Lake
Kenyatta Road	Branch	Mwanza	Nyamagana	Lake
Kyerwa	Embedded	Kagera	Kyerwa	Lake
Magu	Branch	Mwanza	Magu	Lake
Misenyi	Branch	Kagera	Misenyi	Lake
Misungwi	Branch	Mwanza	Misungwi	Lake
Mugumu	Branch	Mara	Serengeti	Lake
Muleba	Branch	Kagera	Muleba	Lake

Mutukula	Embedded	Kagera	Misenyi	Lake
Mwanza B.C	Branch	Mwanza	Nyamagana	Lake
Nansio	Branch	Mwanza	Ukerewe	Lake
New Musoma	Branch	Mara	Musoma MC	Lake
Ngara	Branch	Kagera	Ngara	Lake
Ngudu	Branch	Mwanza	Kwimba	Lake
Nkwenda	Branch	Kagera	Kyerwa	Lake
Nyamongo	Branch	Mara	Tarime	Lake
Nyang'hwale	Embedded	Geita	Nyang'hwale	Lake
Old Musoma	Branch	Mara	Musoma MC	Lake
Pamba	Branch	Mwanza	Nyamagana	Lake
Rock City	Branch	Mwanza	Ilemela	Lake
Rorya	Branch	Mara	Rorya	Lake
Rorya D.C	Embedded	Mara	Rorya	Lake
Rusumo	Embedded	Kagera	Ngara	Lake
Sengerema	Branch	Mwanza	Sengerema	Lake
Sirari	Embedded	Mara	Tarime	Lake
Tarime	Branch	Mara	Tarime	Lake
Biharamulo - Jeshini	OSA	Kagera	Biharamulo	Lake
Bugando	OSA	Mwanza	Nyamagana	Lake
Buhongwa	Branch	Mwanza	Nyamagana	Lake
Buhongwa	OSA	Mwanza	Nyamagana	Lake
Bukoba - Old	OSA	Kagera	Bukoba	Lake
Bukoba TTCL	OSA	Kagera	Bukoba	Lake
Buzuruga	OSA	Mwanza	Nyamagana	Lake
Geita Gold Market	CCP	Geita	Geita	Lake
Geita T.C	CCP	Geita	Geita	Lake
Igogo	CCP	Mwanza	Nyamagana	Lake
Jiji - Mwanza	CCP	Mwanza	Ilemela	Lake
Jiji - Mwanza	OSA	Mwanza	Ilemela	Lake
Kaboya - Jeshini	OSA	Kagera	Muleba	Lake
Kiabakari - Jeshini	OSA	Mara	Buinda	Lake
Kisesa	OSA	Mwanza	Nyamagana	Lake

Maduka Tisa	OSA	Mwanza	Ilemela	Lake
Mkuyuni / Butimba	OSA	Mwanza	Nyamagana	Lake



Mwembeni	OSA	Mara	Musoma'	Lake
Nyamwaga	Embedded	Mara	Tarime	Lake
Nyegezi	OSA	Mwanza	Nyamagana	Lake
Rulenge				Lake
SAUT	OSA	Mwanza	Nyamagana	Lake
Sirari	CCP	Tarime	Tarime	Lake
TRA - Mwanza	CCP	Mwanza	Nyamagana	Lake
TRA - Mwanza	OSA	Mwanza	Nyamagana	Lake
Zone office				Lake
Babati	Branch	Manyara	Babati	Northern
Dongobesh	CCP	Manyara	Mbulu	Northern
Haydom	Branch	Manyara	Mbulu	Northern
Katesh	Branch	Manyara	Hanang	Northern
Kibaya	Branch	Manyara	Kiteto	Northern
Magugu-Babati	OSA	Manyara	Babati	Northern
Mbulu	Branch	Manyara	Mbulu	Northern
Simanjiro	Branch	Manyara	Simanjiro	Northern
A to Z-Kisongo	OSA	Arusha	Arusha	Northern
Aim Mall Bureau De Change	Bureau	Arusha	Arusha	Northern
Arusha Business Centre	Branch	Arusha	Arusha	Northern
Arusha City	CCP	Arusha	Arusha	Northern
Arusha DC	CCP	Arusha	Arusha	Northern
Arusha Market	Branch	Arusha	Arusha	Northern
Arusha Mineral Market	CCP	Arusha	Arusha	Northern
Babati	Branch	Manyara	Babati	Northern
Bumbuli	Embedded	Tanga	Bumbuli	Northern
Bus Stand	OSA	Kilimanjaro	Moshi	Northern
Chuo Cha Polisi-ATM	OSA	Kilimanjaro	Moshi	Northern
Clock Tower	Branch	Arusha	Arusha	Northern
Dongobeshi	CCP	Manyara	Mbulu	Northern
Hai	Branch	Kilimanjaro	Hai	Northern
Handeni	Branch	Tanga	Handeni	Northern
Hedaru	Branch	Kilimanjaro	Same	Northern
Himo	Branch	Kilimanjaro	Himo	Northern
Holili	Embedded	Kilimanjaro	Himo	Northern
Horohoro	Embedded	Tanga	Mkinga	Northern
Hydom	Branch	Manyara	Mbulu	Northern

Jacaranda	OSA	Arusha	Arusha	Northern
Karatu	Branch	Arusha	Karatu	Northern
Karatu DC	OSA	Arusha	Karatu	Northern
Kateshi	Branch	Manyara	Hanang	Northern
KCMC	OSA	Kilimanjaro	Moshi	Northern
KIA Bureau De Change	Bureau	Kilimanjaro	Hai	Northern
Kibaya	Branch	Manyara	Kiteto	Northern
Kibororoni	OSA	Kilimanjaro	Moshi	Northern

Kilindi	Branch	Tanga	Kilindi	Northern
Korogwe	Branch	Tanga	Korogwe	Northern
Loliondo	Branch	Arusha	Ngorongoro	Northern
Lushoto	Branch	Tanga	Lushot	Northern
Madaraka	Branch	Tanga	Tanga	Northern
Magugu	OSA	Manyara	Babati	Northern
Mawenzi	Branch	Kilimanjaro	Moshi	Northern
Mbauda	OSA	Arusha	Arusha	Northern
Mbulu	Branch	Manyara	Mbulu	Northern
Mirerani	Branch	Manyara	Simanjiro	Northern
Mirerani Mineral Market	CCP	Manyara	Simanjiro	Northern
Mkata	Branch	Tanga	Handeni	Northern
Mkinga	Branch	Tanga	Mkinga	Northern
Mkwakwani	CCP	Tanga	Tanga	Northern
Mombo	Branch	Tanga	Korogwe	Northern
Monduli	Branch	Arusha	Monduli	Northern
Monduli TPDF	OSA	Arusha	Monduli	Northern
Morombo	Branch	Arusha	Arusha	Northern
Moshi Mbuyuni	Branch	Kilimanjaro	Moshi	Northern
Moshi Municipal	CCP	Kilimanjaro	Moshi	Northern
Mto wa Mbu	Branch	Arusha	Monduli	Northern
Muheza	Branch	Tanga	Muheza	Northern
Mwanga	Branch	Kilimanjaro	Mwanga	Northern
Namanga	Branch	Arusha	Longido	Northern
Namanga OSBP	CCP	Arusha	Longido	Northern
Namanga OSBP	OSA	Arusha	Longido	Northern
Nelson Mandela	Branch	Kilimanjaro	Moshi	Northern
Ngamiani	Branch	Tanga	Tanga	Northern

Ngaramtoni	Branch	Arusha	Arusha	Northern
Ngarenaro	Branch	Arusha	Arusha	Northern
Pangani	Branch	Tanga	Pangani	Northern
Rombo	Branch	Kilimanjaro	Rombo	Northern
Same	Branch	Kilimanjaro	Same	Northern
Siha	Branch	Kilimanjaro	Siha	Northern
Simanjiro	Branch	Manyara	Simanjiro	Northern
Tanga City Council	OSA	Tanga	Tanga	Northern
Tarakea	Branch	Kilimanjaro	Rombo	Northern
Tengeru	OSA	Arusha	Meru	Northern
Total-Cool City	OSA	Tanga	Tanga	Northern
Total-Mastercard	OSA	Arusha	Arusha	Northern
Triple-A	OSA	Arusha	Arusha	Northern
Uhasibu	OSA	Arusha	Arusha	Northern
Unga Ltd	OSA	Arusha	Arusha	Northern
Usa River	Branch	Arusha	Meru	Northern
Wasso	OSA	Arusha	Ngorongoro	Northern
Zone office				Northern
Kilwa Masoko	BRANCH	Lindi	Kilwa	Southern
Lindi	BRANCH	Lindi	Lindi	Southern
Litembo	BRANCH	Ruvuma	Mbinga	Southern

Liwale	BRANCH	Lindi	Liwale	Southern
Madaba	BRANCH	Ruvuma	Songea DC	Southern
Masasi	BRANCH	Mtwara	Masasi TC	Southern
Mbinga	BRANCH	Ruvuma	Mbinga	Southern
Nachingwea	BRANCH	Lindi	Nachingwea	Southern
Namtumbo	BRANCH	Ruvuma	Namtumbo	Southern
Nanyumbu	BRANCH	Mtwara	Nanyumbu	Southern
Ndanda	BRANCH	Lindi	Masasi DC	Southern
Newala	BRANCH	Mtwara	Newala	Southern
Nyasa	BRANCH	Ruvuma	Nyasa	Southern
Ruangwa	BRANCH	Lindi	Ruangwa	Southern
Songea	BRANCH	Ruvuma	Songea MC	Southern
Tandahimba	BRANCH	Mtwara	Tandahimba	Southern
Tunduru	BRANCH	Ruvuma	Tunduru	Southern
Kitangali	CCP	Mtwara	Newala DC	Southern

Msamala	OSA		Songea MC	Southern
Mtama CCP	CCP	Lindi	Lindi DC	Southern
Mtwara BC	BRANCH	Mtwara	Mtwara MC	Southern
Mtwara Branch	BRANCH	Mtwara	Mtwara MC	Southern
Mtwara Bus stand	OSA		Mtwara MC	Southern
Zone office		Mtwara	Mtwara	Southern
Bariad	Branch	Simiyu	Bariadi	Western
Brigde Offiste	Branch	Tabora	Tabora	Western
Buhigwe	CCP	Kigoma	BuHingwe	Western
Bukombe	Branch	Geita	Bukombe	Western
Igunga	Branch	Tabora	Igunga	Western
Itilima	Branch	Simuyu	Itilima	Western
Kahama	Branch	Shinyanga	Kahama	Western
Kahama BC	Branch	Shinyanga	Kahama	Western
Kahama Hospital	Branch	Shinyanga	Kahama	Western
Kakonko	Branch	Kigoma	kakonko	Western
Kaliua	Branch	Tabora	kaliua	Western
Kasulu	Branch	Kigoma	Kasulu	Western
Kibondo	Branch	Kigoma	Kibondo	Western
Kigoma	Branch	Kigoma	Kigoma	Western
Kigoma Offsite	Branch	Kigoma	Kigoma	Western
Kishapu	Branch	Shinyaga	Kishapu	Western
Maganzo	Branch	Shinyanga	Kishapu	Western
Majimoto	Branch	Katavi	Nsimbo	Western
Manonga	Branch	Shinyanga	Shinyanga	Western
Maswa	Branch	Siminyu	Maswa	Western
Mbogwe	Branch	Geita	Mbogwe	Western
Mihayo	Branch	Tabora	Tabora	Western
Milambo Offsite	Branch	Tabora	Tabora	Western
Mlele	Branch	Katavi	Mlele	Western
Mpanda	Branch	Katavi	Mpanda	Western
Mwanhuizi	Branch	Siminyu	Meatu	Western
Nkinga	Branch	Tabora	Igunga	Western
Nzega	Branch	Tabora	Nzega	Western
Old Shinyanga	Branch	Shinyanga	Shinyanga	Western

Shinyanga	Branch	Shinyanga	Shnyanga	Western
Sikonge	Branch	Tabora	Sikonge	Western
Urambo	Branch	Tabora	Urambo	Western
Ushetu	CCP	Shinyanga	Ushetu	Western
Uvinza	Branch	Kigoma	Uvinza	Western
Zone office				Western