

Tenderers

Kindly note the following changes on the tender document. We added the training centre and the gym.

Thank you

TENDERER'S NAME:

CLOSING DATE: **Friday, 13 March 2020 by 14H30**

PLACE: THE MANAGER
MTC PROCUREMENT
CORNER OF MOSE TJITENDERO & HAMUTENYA WANEHEPO
NDADI STREET, OLYMPIA
MOBILE TELECOMMUNICATIONS LIMITED (MTC) HEAD
QUARTERS
WINDHOEK



TENDER NO: MTC11/20/O
PROVISION OF CLEANING SERVICES FOR MTC PREMISES IN WINDHOEK
FOR
MOBILE TELECOMMUNICATIONS LIMITED (MTC)

MOBILE TELECOMMUNICATIONS LIMITED (MTC)
GILLIAN KOOPMAN
PROCUREMENT OFFICER
WINDHOEK
CNR MOSE TJITENDERO & HAMUTENYA WANEHEPO NDADI STREET
TEL : + 264-61- 280 2757
FAX : + 264-61- 280 2057
E-MAIL: gkoopman@mtc.com.na

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A. CONDITIONS OF TENDER

INVITATION TO TENDER

A.1.1 MTC hereby invites offers:

| | |
|----------------------------|--|
| CLIENT: | MOBILE TELECOMMUNICATIONS LIMITED (MTC) |
| TENDER DESCRIPTION: | PROVISION OF CLEANING SERVICES FOR MTC PREMISES IN WINDHOEK |
| TENDER NUMBER: | MTC11/20/O |
| CLOSING DATE | Friday 13 March 2020 by 14:30 |
| ADDRESS TENDER TO: | MTC Procurement, Manager Procurement |
| | Cnr Mose Tjitendero & Hamutenya Wanehepo Ndadi Street |
| | Olympia |
| | Windhoek, Namibia |
| ALL INQUIRIES: | Gillian Koopman Procurement Officer Tel: +264 61 280 2757 Fax: +264 61 280 2057 Email: gkoopman@mtc.com.na |

PART B: TENDER FORMAT

TENDER AMOUNT.....N\$ (Excluding VAT)

A.1.2 Tender documents must be in a sealed package as follows:

A.1.2.1 One (1) hardcopy and one (1) scanned electronic format **OF COMPLETE OFFER on a CD or USB.**

A.1.2.2 All documents must clearly be marked

TENDER NO: MTC11/20/O
PROVISION OF CLEANING SERVICES FOR MTC PREMISES IN WINDHOEK

A.1.3 ALL TENDER DOCUMENTS MUST BE DEPOSITED INSIDE THE MTC TENDER BOX AT THE RECEPTION OF MTC HEAD OFFICES IN OLYMPIA, MOSE TJITENDERO AND HAMUTENYA WANAHEPO NDADI STREETS.

DEFINITIONS

A.1.4 In this Tender, unless the context clearly indicates the contrary, the following interpretation will apply to the terms stated below:

A.1.4.1 "MTC" shall mean Mobile Telecommunications Limited

A.1.4.2 "RFP" shall mean Request for Proposal (Tender)

A.1.5 This Request for Proposal is not a contract, and does not create an obligation on MTC's part to purchase services from any company submitting a proposal. MTC reserves the right to reject any or all proposals in its sole and absolute discretion.

TENDER INVITATION

A.1.6 MTC hereby invites offers from relevant companies to submit proposal for provision of cleaning services for MTC premises in Windhoek for a period of 12 months.

A.1.7 This tender document shall consist of the following Appendices:

Appendix A, BEE Scorecard: This scorecard is not to be filled out, but to show the various elements that the company should be accredited by the Namibia Preferential Procurement Council (NPPC). The Tenderer is required to approach the Namibia Preferential Procurement Council (NPPC), Telephone number 061 248 007 for accreditation and attach their accreditation certificate to the Tender response.

Appendix B, Non-Disclosure Agreement: This Non-Disclosure Agreement is to be completed by the Tenderer.

GENERAL TENDER CONDITIONS

- A.1.8 All Tender Documents must be submitted before or on the closing date and time as indicated on the cover page and be deposited in the tender box at the entrance of MTC Headquarters, Olympia.
- A.1.9 No late tenders will be considered.
- A.1.10 Every Tender Document page must be initialed.
- A.1.11 MTC is neither bound to accept the lowest of any Tender nor to assign any reason for acceptance or rejection of such Tender.
- A.1.12 MTC reserves the right to change these dates and any other dates that may appear in this Tender. Such changes will be communicated as soon as they are made.
- A.1.13 Notifications to companies will be in writing to the designated liaison person nominated by the firm.
- A.1.14 From the submissions an evaluation will be performed highlighting a short list.
- A.1.16 If deemed necessary, negotiations may be entered into with the short listed candidates.
- A.1.17 Companies that wish to tender should examine this Tender carefully and review all instructions contained herein. Companies should follow the instructions so that MTC can easily evaluate and compare all proposals received.
- A.1.18 All prices must be in NAD and exclusive of all taxes.
- A.1.19. MTC in its sole and absolute discretion reserves the right to:
- A.1.19.1 Reject any or all proposals, whether or not these instructions are followed.
 - A.1.19.2 Reject any submissions not complying with the specified format.
 - A.1.19.3 Award the contract based solely on a proposal received without entering into any further discussions.
 - A.1.19.4 Short list candidates.
 - A.1.19.5 Not base the final decision solely on price.

- A.1.20 No correspondence will be entered into should MTC decide to reject any proposals or to withdraw the Tender.
- A.1.21 Each response must include a detailed discussion of each of the items below. Should responses not use the same heading and follow the same numbering as the Tender, MTC may automatically disqualify the company from the tender process.
- A.1.22 MTC will make its decision based on the quality of the information contained in the offers received and no opportunity will exist for any company to enhance such information after closing date and time of the Tender.
- A.1.23 It is important to clearly note down any assumptions made in the submitted offer so that each submitted offer may be evaluated fairly against all other offers received.
- A.1.24 This Tender outlines the requirements of MTC and the process to be followed by the prospective Tenderers in submitting an offer.
- A.1.25 Companies should provide a list of previous or current clients they served with similar projects. MTC reserves the right to contact any clients referenced.
- A.1.26 MTC reserves the right to exclude certain persons and legal entities in the event of poor performance; the Tender offering or attempting to offer any bribe, promised a bribe, or any other consideration to any MTC employee involved with this Tender or the tenderer has acted fraudulently and or in bad faith.
- A.1.27 Any restriction imposed upon any such Tenderer shall also apply to any other enterprise under the same or different name with which the person, firm or company is actively associated.
- A.1.28 MTC may accept any Tender in part or wholly with no obligation to explanation whatsoever.
- A.1.29 Tenderer shall be a Juristic Entity with valid Company Registration documents, in terms of the laws of the Republic of Namibia or country of origin. Tenderers who fail to prove that they are a juristic entity shall be disqualified.

GENERAL EVALUATION CRITERIA

- A.1.30 Proposals will be evaluated by MTC using criteria in the Tender and as per the relevant questions asked. These categories are not necessarily listed in order of importance:
- A.1.30.1 Price competitiveness, including any price discount provided in the proposal.
 - A.1.30.2 Project completion schedules and lead times proposed.
 - A.1.30.3 Warrantee conditions and handling of claims.
 - A.1.30.4 Availability of references from other customers and reputation of tenderer.
 - A.1.30.5 Availability of infrastructure for after sales support, both local and international.
 - A.1.30.6 Compliance with local and international standards.
 - A.1.30.7 Certification and accreditations.
 - A.1.30.8 Value added to MTC.
 - A.1.30.9 The financial condition and trading record of the tenderer (Company profile, bank rating of tenderer etc.)
 - A.1.30.10 Tenderer degree of conformance to the Black Economic Empowerment Policy (A certificate from NPPC or any other recognised BEE accreditation agency should be submitted to prove the BEE credential):
 - Alternatively, shareholder names and certificates must be attached.
 - Small and medium enterprises (SME's) must submit their SME certificates issued by the Ministry of Trade and Industry.
- A.1.31 The Tenderer shall ensure that sufficient supporting documentation and information is supplied in his proposal to enable MTC to evaluate the proposal in respect of each of the abovementioned criteria.
- A.1.32 As per the Communications Regulatory Authority of Namibia: Regulations in respect of Type approval and Technical Standards for Telecommunications Equipment, gazetted in the Government Gazette # 5659, General Notice # 22, the tenderer supplying equipment subjected to this regulation must ensure that all documentations required are obtained from the Regulator before importation. Failure to do so may lead to equipment being confiscated by Customs at the supplier's risk, and MTC hereby distances itself from any confiscated equipment.

SUMMARY OF DEADLINES

| ACTION | DUE DATE |
|---------------------------------------|------------------------|
| TENDER DOCUMENTS AVAILABILITY: | 03 March 2020 |
| SUBMISSION OF QUESTIONS: | 09 March 2020 |
| MTC RESPONSE TO QUESTIONS: | 11 March 2020 |
| TENDER CLOSING DATE: | 13 March 2020 by 14H30 |

QUESTIONS & ANSWERS

- A.1.33 If required, companies may submit questions via email to the following e-mail address: tenders@mtc.com.na on or before 09 March 2020.
- A.1.34 All questions and answers thereto will be uploaded on the MTC website by 11 March 2020.
- A.1.35 Communication between MTC and prospective companies, for the duration of this Tender, must only be through Ms G. Koopman @ 061 280 2757 or gkoopman@mtc.com.na. No direct communication or contact with any other party at MTC is permissible. Any such breach may disqualify the company.

TENDERER'S DESIGNATED LIASON

A.1.36 Companies must select a single designated contact person, through whom all communications between MTC and the company will take place:

| | |
|----------------------|--|
| CONTACT NAME: | |
| DESIGNATION: | |
| TELEPHONE: | |
| FAX: | |
| EMAIL: | |
| SIGNATURE: | |

REFERENCE LIST (PREVIOUS COMPLETE PROJECTS)

| ITEM | COMPANY NAME | CONTACT PERSON | CONTACT DETAILS | YEAR OF SERVICE |
|-------------|---------------------|-----------------------|------------------------|------------------------|
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |

SUCCESSFUL TENDERER'S PERFORMANCE MANAGEMENT

A.1.37 The successful Tenderer/s are subjected to annual performance reviews to be completed by the respective MTC representative or Procurement Officer responsible for the purchase. The review will be done at intervals to be decided upon by the Procurement department.

A.1.38 The performance reviews will amongst others cover the following issues:

- A.1.38.1 **Reliability:** How reliably do you follow through on your commitments to MTC?
- A.1.38.2 **Cost:** How closely did your final total costs correspond to your expectations at the beginning of the transaction?
- A.1.38.3 **Order Accuracy:** How well did the product/service delivered matched your order specifications and quantity?

- A.1.38.4 **Delivery / Timeliness:** How satisfied is the appraiser about the timeliness of the product/service delivery?
- A.1.38.5 **Quality:** How satisfied is the appraiser about the quality of the product/service provided by your company?
- A.1.38.6 **Documentation Accuracy:** Does your company present its all and correct documents with its deliveries?
- A.1.38.7 **Personnel:** How satisfied is the appraiser about the attitude, courtesy, and professionalism of your company's staff?
- A.1.38.8 **Customer Support:** How satisfied is the appraiser about the customer support she/he received from your company?
- A.1.38.9 **Responsiveness:** How responsive is your company to information requests, issues, or problems that arose in the course of the transaction?

DECLARATION OF INTEREST FORM

Any deliberate omission in this declaration or the supplying of false information will be regarded in a serious light and may lead to an investigation and disqualification of the tender process.

| | | | |
|------------------------|--|-----------|--|
| Tenderer Name: | | Tender #: | |
| Description of Tender: | | | |

RELATION TO MTC EMPLOYEES/ MANAGEMENT/ DIRECTORS

I herewith declare that I have/am related – i.e. spouse (also fiancé or boyfriend/ girlfriend), parent, child, any other relation with the following MTC Employee(s)/ Member(s) of Management/ Board of Directors: *

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

CONFIRMATION OF FACTUAL INFORMATION

I confirm by signing this declaration that, to the best of my knowledge, the statements made above are factual and accurate and that I have taken note of all the sections. *

| | | |
|------------|------------|-------|
| Full Name: | Signature: | Date: |
|------------|------------|-------|

* Please initial in each box where applicable.

TENDER PRICES

- A.1.39 Tender prices shall be quoted in Namibian Dollar, the legal currency in use in the Republic of Namibia.
- A.1.40 No change in the submitted tender price shall be countenanced after receipt and before award of Tender.

VALIDITY OF TENDER AND ACCEPTANCE

- A.1.41 The MTC is not bound to accept the lowest or any Tender nor to give any reason for the rejection of a Tender, nor shall they be responsible for or pay any expenses or losses which may be incurred by the Tenderer in the preparation and delivery of his Tender.
- A.1.42 Tenders remain open for acceptance for a period of ninety (90) days as from the closing date of the Tender.
- A.1.43 MTC reserves the right to ask for extension of the validity without any change in the prices.
- A.1.44 MTC shall not entertain price variations due to any currency fluctuations for the submitted offer during its validity period.
- A.1.45 After submission and before decision, no interviews dealing with the subject shall be answered by MTC. Tenderers may, however, be called upon to clarify aspects of their Tender at the discretion MTC, and supply further information requested and necessary to assess the Tenders.
- A.1.46 The successful Tenderer will be advised by the MTC to this effect by letter through the mail or by telegram or by fax and in such case the Post Office shall be regarded as the agent of the Tenderer and delivery of such acceptance to the Post Office shall be treated as delivery to the Tenderer.
- A.1.47 The successful Tenderer shall provide at his own expense all the necessary revenue stamps for the Contract Agreement as required by Law in Namibia.
- A.1.48 After the signing of the Contract Documents by the MTC and the successful Tenderer a duplicate copy shall be handed over to the latter.

- A.1.49 The MTC reserves the right to adjust arithmetical or other errors in the Tender. Any adjustments made to a Tender will be stated to the Tenderer prior to the acceptance of the Tender.

AMENDMENT OF TENDER DOCUMENTS

- A.1.50 At any time prior to the last date of submission for offers, MTC may, for any reason, whether at its own initiative or in response to a clarification requested by a Tenderer, modify the documents by amendment.
- A.1.51 The amendment shall be notified to all the prospective Tenderers in writing and these shall be binding on them.
- A.1.52 MTC may extend the last date of submission required as a result of such amendment.

DETAILS CONFIDENTIAL

- A.1.53 Tenderers shall treat all aspects pertaining to this tender as confidential and shall not disclose details to third parties except for bona fide tendering purposes.

LEGAL ASPECTS

- A.1.54 Unless in special cases the MTC agrees to the contrary, the laws of the Republic of Namibia shall be applicable to each contract created by the acceptance of a tender and each Tenderer shall indicate a place in Namibia and specify it in his tender as his domicilium citandi et-executandi where any legal process may be served on him.
- A.1.55 Each Tenderer shall bind himself to accept the jurisdiction of the Courts of Law of the Republic of Namibia.
- A.1.56 Each foreign Tenderer shall state in his tender the name of his accredited agent in the Republic of Namibia in whom the necessary legal competence is vested and who has been duly appointed to sign any contract.
- A.1.57 A foreign company may tender on condition that, should it be informed by the MTC that its tender has been successful, it registers as a company and taxpaying entity in the Republic of Namibia prior to the signing of the Form of Agreement or within such extended time as may be allowed by the MTC.

DISQUALIFICATION OF TENDERERS

- A.1.58 The offer of any Tenderer, which does not conform to the Conditions of this Tender and the instruction reflected in the Tender, may be disqualified at the discretion of the MTC.

NOTICE (S) TO TENDERS

- A.1.59 Additional information and amendments to the tender documents will be conveyed to the Tenderers by the MTC or his agents, prior to the closing date of the tender, by means of Notices to Tenderers. Receipt thereof shall be acknowledged immediately to the sender by email and shall also be submitted together with the Tender Document with tender closure.

LANGUAGE

- A.1.60 All offers shall be submitted in the English language.

ADDITIONAL CONDITIONS OF TENDER

- A.1.61 **Good Standing in terms of the Social Security Commission Act**
Tenderers shall provide Original certificates of good standing in terms of the Social Security Commission Act.
- A.1.62 **Good standing with Inland Revenue Office**
Tenderers shall attach a valid Original Tax Good Standing Certificate.
- A.1.63 **Company Registration Certificate**
Tenderers shall attach a valid copy of his/her Company Registration Certificate or proof of Defensive Name issued in terms of Section 7 of the Companies Act of 1973 (Act 61 of 1973) OR a Close Corporation Certificate issued in terms of Act 26 of 1988.
- A.1.64 **Letter of Intent**
Letter of Intent to be provided by financial institution with the Tender to confirm that a Performance Guarantee will be issued after award of the Tender.

PROJECT SPECIFIC TERMS

Requirements (Compulsory)

Please clearly fill in this section and attach documents as required.

| | |
|--|--|
| Company Name | |
| Established (Year, Month) | |
| Location | |
| Ownership | |
| Financial Standing | Attach Bank Testimonial |
| BEE Score Card | Score: Attach Certificate from NPPC |
| Liability Insurance | Insured by: Attach Copy of Insurance |
| Equipment available to carry out operations. | MTC will provide: All consumables for toilets and kitchens. Contractor will provide: Own Cleaning materials and Hardware needed for the job |
| <p>NB: Washing of carpets and scrubbing stripping and sealing of floor shall be carried out after hours and on weekends as per cleaning specifications</p> <p>1.Carpet and Chairs - 4x p.a 2.Scrubbing and Polishing-Monthly 3.Windows & Glass Doors - Monthly</p> | |

MOBILE TELECOMMUNICATIONS LIMITED

| | Opening hours | Number of Cleaners | | | Total Price per Shop (Excl VAT) |
|--|---|--------------------|------------------|------------------|---------------------------------|
| | | Floor | Day | Night | |
| MTC Head Office (including MH Olympia) | Mon – Fri 07:00 to 16:00 Mon – Fri 18:00 to 21:00 Sun - 15:00 to 18:00 | LG G 1 2 | 1 1 1 1 | 1 1 1 1 | |
| Mobile Home Olympia | Mon – Fri 07:00 to 16:00 | MH | 1 | | |
| MTC Olympia Courtyard | Sat - 08:00 to 13:00 | | 1 | | |
| MTC Olympia Upper Courtyard | Mon- Fri 7:00 to 16:00 | | 1 | | |
| Prosperita | | | Day | Night | |
| MTC Warehouse | Mon- Fri 07:30 to 16:30 | | 4 | | |
| MTC Technical Building | Mon- Fri 07:30 to 16:30 | | 2 | | |
| MTC Call Centre | Mon-Sun 07:30 to 16:30(day) Mon-Sun 17:00 to 24:00 (evening) | | 1 | | |
| MTC Prosperita Outer Courtyard | Mon- Fri 07:00-16:00 | | 1 | | |
| MTC Prosperita Inner Courtyard | Mon – Fri 07:00-16:00 | | 1 | | |
| MH Klein Windhoek | Mon – Fri 07:30 to 16:30 Sat 08:00 to 13:00 | | 1 | | |
| MH Katutura | Mon – Fri 07:30 to 16:30 Sat 08:00 to 13:00 | | 1 | | |
| MH BPI House | Mon – Fri 07:30 to 16:30 Sat 08:00 to 13:00 | | 1 | | |
| Commercial Centre | Mon – Fri 07:30 to 16:30 Sat 08:00 to 13:00 | | 1 | | |
| MH Maerua Mall | Mon –Thu 9:00 – 18:00 Fri 9:00 – 19:00 Sat 9:00 – 14h00 Sun 9:00 - 13:00 | | 1 | | |
| MH Wernhill + Express | Mon –Thu 9:00 – 18:00 Fri 9:00 – 19:00 Sat 9:00 – 14h00 Sun 9:00 - 13:00 | | 1 | | |
| MH Khomasdal Mall | Mon – Fri 07:30 to 16:30 Sat 08:00 to 13:00 | | 1 | | |
| MH Grove Mall | Mon – Sat 08:30-16:30 Sun 08:30-13:00 | | 1 | | |
| MH Airport | Mon-Sun 08:00-14:00 | | 1 | | |
| MH Mariental | Mon-Fri 08:00-16:00 | | 1 | | |
| MH Rehoboth | Mon-Fri 08:00-16:30 | | 1 | | |
| MTC Creche | Mon- Fri 07:00 – 16:00 | | 1 | | |
| MH Okahandja | Mon- Sat 07:00 – 16:00 | | 1 | | |
| Training Centre | Mon- Fri 07:00-16:00 Sat- 07:00- 13:00 | | 1 1 | | |

| | | | |
|---------------|---|----|-------------|
| Gym | Sun - 15:00-16:00 Tues - 07:00-13:00 Thurs - 18:00- 21:00 Sat - 08:00 -13:00 | 1 | 1 1 1 |
| | | 1 | |
| TOTALS | | 40 | N\$ |

TECHNICAL INFORMATION

1.11 MTC PREMISES

1) Head Office:

| | |
|-----------------------------|-------------------|
| LG Ground | 685m ² |
| 1 st Floor | 690m ² |
| 2 nd Floor | 606m ² |
| East Wing | 600m ² |
| MTC Creche | 30m ² |
| MTC Olympia Courtyard | 600m ² |
| MTC Olympia Upper Courtyard | 450m ² |
| Training Centre | 169m ² |
| GYM | 96m ² |

2) Mobile Homes:

| | |
|--------------------|-------------------|
| MH Olympia | 117m ² |
| MH Klein Windhoek | 103m ² |
| MH Katutura | 113m ² |
| MH BIP House | 190m ² |
| Commercial Centre | 120m ² |
| MH Maerua Mall | 180m ² |
| MH Wernhil Express | 71m ² |
| MH Khomasdal | 130m ² |
| MH Grove | 350m ² |
| MH Airport | 45m ² |
| MH Mariental | 60m ² |
| MH Rehoboth | 135m ² |
| MH Okahandja | 70m ² |
| | 70m ² |

3) Prosperita:

| | |
|--------------------------------|----------------------|
| Warehouse | 4 000 m ² |
| Technical Building | 1137.8m ² |
| MTC Prosperita Inner Courtyard | 800m ² |
| MTC Prosperita Outer Courtyard | 500m ² |
| Call Centre | 510m ² |

1.12 CLEANING SPECIFICATIONS

1) Head Office:

Night Shift

- ↗ Kitchenette: Clean area and wash dishes
- ↗ Sweep all floors
- ↗ Wash all floors
- ↗ Clean plugs, light switches, spots on walls and doors
- ↗ Dust all office furniture
- ↗ Empty all waste receptacles (2x daily)
- ↗ Clean and disinfect all basins (3x daily)
- ↗ Clean and disinfect all Toilet and urinals, Toilet seats (3x daily)
- ↗ Reception area
- ↗ Wash stairs at main entrance
- ↗ Clean lifts
- ↗ Clean all fridges
- ↗ Clean all water coolers
- ↗ Clean Microwaves
- ↗ Wash all walls
- ↗ Clean Toilet paper holders
- ↗ Dust all surfaces, selves, ledges
- ↗ Clean all interior and exterior glass
- ↗ Vacuum all carpets
- ↗ Polish all floors
- ↗ Clean and shine all office fittings and pot plant holders
- ↗ Polish all furniture
- ↗ Clean air conditioners vents
- ↗ Wash Dustbins
- ↗ Clean all telephones

AD HOC CLEANING

- ↗ Strip and seal all floors every monthly
- ↗ Wash carpets 2 x per year
- ↗ Prepare boardroom and meeting rooms for meetings

2) Mobile Homes, Head Office & Prosperta

CLEAN DAILY

- ↗ Sweep all floors
- ↗ Wash all floors
- ↗ Vacuum all carpets
- ↗ Clean plugs, light switches, spots on walls and doors
- ↗ Clean and shine tables, desks and counter
- ↗ Clean and disinfect all toilets and urinals
- ↗ Kitchenette: Clean area and wash dishes
- ↗ Empty all waste receptacles
- ↗ Clean internal and external glass
- ↗ Polish all floors
- ↗ Clean and shine all furniture and fittings

AD HOC CLEANING

- ↗ Strip and seal all floors 1 x per month
- ↗ Wash carpets and loose carpets 1 x per month and as necessary

CLEAN DAILY: TOILETS, KITCHENS, MEETING ROOMS AND STAIRWELLS

- ↗ Kitchenette: Clean area and wash dishes
- ↗ Clean plugs, light switches, spots on walls and doors
- ↗ Empty all receptacles (2 x daily)
- ↗ Clean and disinfect all toilets and urinals (2 x daily)
- ↗ Clean and disinfect all wash basins
- ↗ Clean reception
- ↗ Dust all surfaces, shelves and ledges etc (2 x weekly)
- ↗ Clean all interior glass panes
- ↗ Vacuum all carpets (2 x weekly)

- ↗ Remove all spots from walls
- ↗ Wash all floors (2 x weekly)
- ↗ Clean air conditioners vents
- ↗ Clean all window sills
- ↗ Clean all telephones
- ↗ Sweep paved area in front of warehouse

· **Monthly**

- ↗ Deep clean whole warehouse *2 x monthly*

· **AD HOC CLEANING**

- ↗ Strip and seal all floors 1 x per month
- ↗ Wash carpets as necessary