

## **Scope of Service and Performance Specifications**

### **A. Office Cleaning, Sanitation and Ground maintenance**

#### **Purpose of the service**

NamibRe, herein referred to as the Employer requires the Service Provider to provide general Office Cleaning, Sanitation and Ground maintenance to its building to the highest industry standards and not less than in accordance with the minimum service levels outlined below.

#### **Areas included in the scope of services**

All offices, corridors, toilets, bathrooms, lifts, stairs, boardroom, reception area, waiting are, kitchen, server room on request, parking area, and other area surrounding building within the erf.

### **Cleaning, Sanitation and Ground maintenance**

#### **Cleaning of Building Interior & Exterior**

All work should be undertaken in accordance with recognized best practice in the industry and with the applicable Occupational Safety and Health Legislations. The Service Provider is responsible for the maintenance of the minimum standards of cleaning and performance quality set forth in this document, regardless of the staff absences through sickness or holidays. The surface of the floor must be completely free of dust, stains, paint, stripes, shoe marks, anything spilt and any other blemish that can be removed with standard industry techniques. Any defects noticed by cleaners must be registered and reported to the Employers' cleaning supervisor so that the necessary measures can be taken.

## **Cleaning days and cleaning times**

Office cleaning should take place on weekdays, Monday to Friday, 06h30 till 15h00. Cleaning, especially of toilets, kitchens, reception, foyers, staircases and hallways will be carried out from 06h30 and all offices should be cleaned before 09h00 with exception to EXCO offices which should be cleaned before 07h45. Cleaning of bathrooms and common areas shall also take place during lunch breaks, and in case of meeting rooms, every room after each meeting. No changes in the agreed days or time can be made without prior to obtaining clearance by the Employer's cleaning supervisor.

### **1) General Cleaning Specifications**

#### **Daily Activities:**

- Cleaning/Polishing of offices, kitchen reception, foyers, staircases and hallways
- All rubbish bins and plastic bags emptied and the bag replaced.
- Horizontal surfaces that are clear of obstructions should be dusted or vacuum cleaned.
- Visible dirt, shoe marks should be vacuumed cleaned or washed from floor surfaces. All canteen crockery left in corridors, offices and meeting rooms to be returned to the canteen.
- Glass doors in front of reception cleaned to remove all visible marks.
- Stair surfaces and elevators cleaned to remove all signs of visible dirt and shoe marks.
- All sanitary ware (washbasins, WC pans, urinals) and mirrors in the Toilets should be cleaned to remove all traces of visible dirt.
- Garbage bin in Toilets emptied and toilet floors washed to remove all traces of visible dirt.
- Toilet consumables (toilet paper, hand towels and liquid soap) re-stocked.
- Replenishing the Drinking Water dispenser(s), with bottled water provided by the Employer.
- Cleaning of the outside grounds and ensuring the outside grounds within the Employer's compound are tidy and free from debris, rubbish, leaves, etc.
- Preparing refreshments for internal meetings
- Empty all shredder machines
- Report faulty, broken or missing office equipment, chairs, tables, pipes, broken or missing cutlery, crockery, glasses, plates, windows, doors, kitchen drawers, bulbs, taps, door handles and other items deemed fit

#### **Weekly Cleaning Activities:**

- Carpets/ linoleum vacuum cleaned and washed from wall to wall including moving any chairs or other easily moved obstructions.
- Vertical free areas cleaned to remove dust, cobwebs and visible dirt.
- Lamps, pictures, closets, phones, doors (including handles) and frames, chair legs, ceiling lamps, window sills dusted or cleaned as necessary to remove visible dirt.
- Banisters in stairwells dusted and wiped clean.
- The upholstered furniture vacuum cleaned.
- The doors, glass panels, the skirting boards and shelves, dusted or wiped clean as necessary to remove visible dirt.

- Remove and dispose of litter and dirt from rubbish bins to designated disposal areas and ensure it is ready for garbage collection.

**Every second week:**

- Provide landscaping solutions and look after the irrigation of sprinkler system
- Water and trim plants, trees and shrubs, weed when necessary
- Cleaning of outside windows in accordance with best industry standards for window cleaning.
- Control pets using acceptable pesticides, vermicides, insecticides or other non-hazardous chemicals.

**Monthly activities:**

- Washing of bins if required

**2) Specific Cleaning Activities:**

The Service Provider shall also provide the cleaning services of the toilets during office hours. The attendants shall, on a twice daily basis or as may be required, perform the following tasks: Clean/disinfect all sanitary ware (washbasins, taps, WC pans, door handles, etc.) and mirrors cleaned to remove all traces of visible dirt. Garbage bin emptied, floors washed to remove all traces of visible dirt. Toilet consumables (hand towels and liquid soap) re-stocked. Clean/Wipe off interior wall of the toilets from any visible dirt.

**3) Cleaning Equipment and Cleaning Consumables**

The Service Provider shall make available, at its own cost, all necessary equipment, machinery and materials as required to adequately perform the services including but not limited to:

- Vacuum Cleaners with clean air filter
- Rubbish carts
- Dusters, brooms, brushes, buckets and mops
- Pressure washer
- Dish washing liquid
- Cleaning cloths
- Window cleaning equipment
- Insecticides
- High ladders
- Two ply toiler paper
- Toilet boil disinfectant
- Refuse bags
- Garden equipment
- Liquid detergents and sanitizers
- Air-fresheners
- Moth balls
- Toilet brushes

- Sanitary bags
- Oil for wooden or leather furniture

Closing date: 09 April 2021