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## **African Union**

### **Standard Bidding Documents**

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## **Procurement of Services**

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# **Provision of Cleaning and Janitorial Services to the African Union Commission**

**Procurement Number:** AUC/AFMD/OT/1342

**Date of Issue:** 27<sup>th</sup> April 2016

*April 2016*

# Section I. Invitation for Bids

## Provision of Cleaning and Janitorial Services

### Procurement Number: AUC/AFMD/OT/1342

The African Union Commission has allocated funds for the procurement of services and now invites sealed bids from eligible bidders for the Provision of Cleaning and Janitorial Services as per attached Terms of Reference. A firm shall be selected under **Least Cost Selection criteria**. Bids that are responsive, qualified, technically compliant will be ranked according to price.

Interested bidders may obtain further information and download the bidding document at <http://www.au.int/en/bids>

**Bids must be delivered to the address below on or before Friday 3<sup>rd</sup> June 2016 at 1430 hours.** All bids must be accompanied by:

- ❑ Valid tax certificate;
- ❑ Valid business registration documents – Must be licensed company.
- ❑ Proof of references (minimum 3) attesting to the Company's knowledge and experience in providing Cleaning and Janitorial Services.
- ❑ Financial information-Bank statement (Last TWO years)
- ❑ ONE (1) Original and ONE Copy of the Technical and financial proposal
- ❑ Other relevant information indicated in the TOR (Refer to TORs attached for details)

**Bid Validity:** Bids should be valid for at 60 Calendar days from the closing date.

**Bid Opening:** Bids will be opened immediately after the bid closing hours, in the presence of bidders or bidders' representatives who choose to attend at their own cost, at the address below. Late bids will be rejected and returned unopened to bidders.

**Site visit:** Shall be arranged on appointment. Scheduled dates are 9<sup>th</sup> and 17<sup>th</sup> May 2016 at 1100 hours.

**Bid Submission:** Bidders should ensure that the technical and financial proposals are enclosed in TWO separate envelopes sealed and both should be enclosed in one Outer envelope clearly indicating the title and Procurement number.

### Address for Bid submission:

The Chairperson of the Tender Board  
African Union Commission, Roosevelt Street,  
Building C, 3rd Floor, P.O. Box 3243, Addis Ababa, Ethiopia  
Tel+251115517700; Email; [tender@africa-union.org](mailto:tender@africa-union.org)

**Clarification Requests:** Clarification requests should be addressed to [tender@africa-union.org](mailto:tender@africa-union.org) Ext 4525

## SECTION II: Bid Submission Sheet

*{Complete this form with all the requested details and submit it as the first page of your bid. Ensure that your bid is authorised in the signature block below. If any documentation is attached, a signature and authorisation on this form will confirm that the terms and conditions of this bidding document prevail over any attachments. If your bid is not authorised, it may be rejected.}*

|                              |  |
|------------------------------|--|
| Bid Addressed to (Employer): |  |
| Date of Bid:                 |  |
| Procurement Number:          |  |
| Subject of Procurement:      |  |

We offer to provide the Services detailed in the Terms of Reference/Statement of Requirements, in accordance with the terms and conditions stated in this bid document and subsequent contract.

We confirm that we are eligible to participate in this procurement process.

The validity period of our bid is: \_\_\_\_\_ days/weeks/months from the time and date of the submission deadline.

We confirm that the rates quoted in the financial proposals are fixed and firm for the duration of the validity period and will not be subject to revision or variation.

We understand that you are not bound to accept the lowest or any bid you may receive.

Services will commence within \_\_\_\_\_ days/weeks/months from date of Contract.

Services will be completed within \_\_\_\_\_ days/weeks/months from date of Contract.

Dated this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_\_.

\_\_\_\_\_  
*[signature]*

\_\_\_\_\_  
*[in the capacity of]*

Duly authorised to sign Bid for and on behalf of \_\_\_\_\_

## Section III: Terms of Reference/Statement of Requirements

### BACKGROUND

The African Union is established as a Continental Organisation charged with spearheading Africa's rapid integration and sustainable development by promoting unity, solidarity, cohesion and cooperation among the peoples of Africa and African States as well as developing a New Partnership worldwide. The Commission serves as Secretariat to the Union and has its Headquarters located in Addis Ababa.

The African Union Commission (AUC) wishes to engage professional services for Provision of Cleaning and Janitorial Services. The AUC will select the tender of the Contractor it deems has the demonstrated knowledge and experience and who fulfills the needs of the Commission at a competitive price. Contractors are expected to demonstrate their capability, experiences and understanding of the requirements of the AUC.

**Contract duration:** The contract will be awarded for an initial period of TWO years with a possibility of extension up to a maximum of TWO years on yearly basis, based on satisfactory performance.

**Commencement of Services:** The Services shall commence on 1<sup>st</sup> October 2016.

**The Cleaning sites are as follows:**

- i) **LOT I- AUC Old Compound**
- ii) **LOT II-AUC New Complex**
- iii) **LOT III- New Peace and Security Building**

The information in the table below contains information which may be useful to bidders

|   | Built up area   | Plot Size        | Remarks   |
|---|-----------------|------------------|---|
| <b>AUC Old Compound</b>                             |                 |                  |   |
| Old Conference Centre building                      | 2000m2          | 75,0000m2        |   |
| Building A  | 800m2           |                  | <b>11 toilets</b>                                       |
| Building B  | 1000m2          |                  | <b>5 toilets</b>  |
| Building B1   | 950m2           |                  |   |
| Building C  | 5000m2          |                  | <b>20 toilets</b>                                       |
| Old Medical Centre                                  | 450m2           |                  | <b>4</b>  |
| Congo Hall  | 750m2           |                  | <b>3</b>  |
| Rotunda Building                                    | 300m2           |                  |   |
| Gym Building  | 400m2           |                  | <b>4 toilets</b>  |
| Security gate stations                              | 150m2           |                  | <b>1</b>  |
| Generator and pump houses                           | 175m2           |                  |   |
| Stores/Warehouse                                    | 1375            |                  | <b>2</b>  |
| Temporary Peace and security building               | 529.5           |                  |   |
| <b>AU New Conference Centre and/Offices Complex</b> | 60,000m2        | <b>110,000m2</b> | <b>98 toilets in office tower and conference centre</b> |
| Offices   |                 |                  |   |
| Lobby   |                 |                  |   |
| Conference Rooms                                    |                 |                  |   |
| Committee Rooms                                     |                 |                  |   |
| <b>Solar panels inclusive</b>                       |                 |                  |   |
| <b>New Peace and Security building</b>              | <b>13,000m2</b> |                  |   |

## **Description of Services**

The tasks to be performed pertain to the provision of janitorial and cleaning services in the AUC premises. The said services comprise labor, the supply of the necessary materials and chemical agents and all related aspects. These services must be performed in such a manner as to minimize nuisance, adverse effects including harmful effects on the environment.

In performing its services, the Contractor must contribute to protecting the premises, including the equipment and facilities in place, and take measures to ensure the harmonization and smooth coexistence of its activity with any other AUC-authorized activity.

The Contractor shall be required to perform the services in such manner as not to disrupt the functioning and routines of the occupants of the premises. Given the routine and repetitive nature of cleaning and maintenance services, timeslots reserved for such key tasks as washing, movement of motorized and other special equipment, its use in sensitive areas (conference rooms, special premises, etc.) and during certain periods (e.g., peak hours) shall be specified in the service performance schedule and subject to special supervision.

The services are categorized as basic (daily, weekly, monthly) services and AUC on-demand services to be performed according to a pre-arranged schedule. The latter are quarterly and half-yearly services performed on specified sites. Daily tasks include dusting, carpet cleaning and washing of floor surfaces, and various items of office equipment, constant cleaning of wash room areas, including supply or refills of various consumable items, and garbage collection.

The Contractor is presumed to have full knowledge of the areas and premises to be cleaned and maintained and the frequency of performance of services and to have assessed the working conditions and becomes fully cognizant of their importance and peculiarities.

### **Cleaning days and cleaning times**

Cleaning of the premises should take place on weekdays, Monday to Saturday; between the hours of **06:00am to 8:00am, 1:00 pm to 2:00 pm (on working days) and 7:00 am- 1:00pm on Saturday**. No changes in the agreed days or time can be made without prior clearance by the Facility Management Division.

**Exceptional periods:** Public Holiday and Sundays

**Meetings:** Under exceptional circumstances, meetings may go on beyond working hours therefore the Contractor may have to take into account such scenarios. All meetings will be communicated to the Contractor in advance.

### **Cleaning equipment and cleaning consumables**

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

- a) Vacuum Cleaners and carpet washing equipment
- b) Rubbish carts and buckets, garbage plastic bags, trash bins
- c) Dusters, brooms, brushes, mops and gloves
- d) Quality consumables for cleaning such as chemical liquid, hand wash, washing/cleaning detergents, floor polish and cleansing material (perfumed) for the cleaning of office equipment (photocopiers, fax machines, computers, printers, scanners, office furniture, glass top, glass panes etc
- e) Ladders/scaffolding for high rise buildings

A stock of these items should be maintained by a service provider

***The Service Provider shall be responsible for providing Liquid hand wash Soap. Toilet Papers shall be provided by the AUC***

## **RESPONSIBILITY AND CONTROL OF THE WORK**

The Contractor shall be responsible for all damage caused by its employees, its equipment or its supplies, to AUC property, equipment, buildings and building contents.

The Contractor shall also be responsible for all injuries to persons caused by its staff, equipment or supplies. The Contractor must be knowledgeable of and abide by all provisions of legislative enactments, by-laws and regulations in regard to safety.

The Contractor's employees must wear adequate safety equipment for the tasks involved (e.g. safety shoes), and train their employees on the safe use of hazardous materials in the workplace. All containers of such materials must be clearly identified, labeled and stored at all times. Any health and safety issues should be reported immediately. The Contractor is responsible for all training, supervision, orientation of new staff and quality of work.

The Contractor shall ensure that all waste and refuse collected are appropriately transported in quality bags, so as to ensure their handling and collection under acceptable conditions of hygiene. The Contractor shall be responsible for waste collection.

### **Monitoring of services**

The Contractor should keep the following sheets on the service sites and submit same to AUC regularly as may be required:

- Daily service sheets and weekly service sheets to be signed once a week;
- Monthly service sheets to be signed once a month;
- Quarterly service sheets to be signed once a quarter;
- Half-yearly service sheets to be signed once every six months;

These sheets will state the services performed and the problems encountered at the technical and administrative levels and in meeting deadlines. Special monitoring will be conducted in respect of the washrooms on all floors open to all staff and visitors. To that end, the Contractor's on-site representative shall provide each cleaner assigned to continuous cleaning of washrooms with monitoring sheets to be signed after each round of cleaning of all the washrooms assigned to him /her.

## **PERFORMANCE SCHEDULE**

The Contractor shall propose to the AUC and follow a daily, weekly, monthly, quarterly and half-yearly service performance schedule once approved by the AUC. Any, even occasional, changes must be subject to the AUC's prior approval. The schedule should clearly contain a detailed program of services to be performed on a rotational basis, such as the cleaning/brushing and waxing of floor surfaces, inner window cleaning, etc.

The Contractor may propose the execution of certain work on Sundays or holidays, subject to written approval by the Facility Management Division and without the AUC incurring any additional charges.

## **INSURANCE**

The Contractor shall maintain at his sole expense, effective insurance covering his activities at the project premises. This shall include Workers' Compensation for the Contractor's employees engaged in Work associated with the Contract and General Liability Insurance.

The AUC shall not be liable for any action, omission, negligence or misconduct of the Service Provider's employees and not liable for any insurance claims arising out of any injury/disability/death whilst performing duties. It is the sole responsibility of the awarded contractor to obtain an all workman insurance cover for employees.

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## **CONTRACTOR'S RESPONSIBILITY FOR EMPLOYEES**

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for work under this Contract, reliable individuals who will perform effectively in the implementation of this Contract, respect the local customs, and conform to a high standard of moral and ethical conduct. The Contractor shall have overall responsibility for providing working clothes for the staff, obtaining new clothes as needed and arranging for the cleaning of working clothes.

The Contractor will assume total responsibility for contracted staff behaviour and performance as well as to take care of the training of the staff, their substitute, and back up in cases of unavailability such as illness and annual leave.

All employed staff should be given a written letter of appointment & job identity card as per the local law.

## **SECURITY CLEARANCE**

The Contractor will have to provide security clearance /character certificate from local police authorities of all staff selected to deliver services at the AUC Premises. A copy of the National Identity Card along with the photograph will also be provided to the Facility Management Division and Security Services Division for their record.

## **SAFETY AND HEALTH**

The Contractor shall accept responsibility for the occupational safety of staff, equipment, furnishings and fittings in the areas exclusively occupied by it for the provision of the services at all times and for such responsibility in the areas where the services are being provided during the hours that it occupies those areas. The Contractor shall ensure that staff will use protective clothing/gears (to include but not limited to gum boots and gloves).

## **CONTRACTOR'S PERSONNEL**

Must include workers and full time on-site Supervisors. A Supervisor with a decision making capacity, should be appointed & based in the AUC compound by the Contractor, who is responsible to oversee the contracted personnel & provide necessary trainings. The contractor's staff shall wear proper uniforms, bearing the company's insignia and be equipped in compliance with the regulations in force.

Thorough attention must be given to the good presentation and appearance of the cleaning Personnel. Cleaning personnel must wear uniforms with Company logo/insignia at all times and should be equipped with necessary equipment to undertake cleaning. Cleaning personnel proposed must undergo a medical checkup and be certified as physically fit to work perform the duties;

**Site visits:** The AUC reserves the rights to conduct site visits of the Contractor's premises and references during the evaluation process.

## **TECHNICAL PROPOSAL**

Tenderers are also required to demonstrate adequate expertise and experience in delivering the required services

**Contractor's Experience/expertise and track record:** The Service Provider must be a well-established and reputable organization in the field of providing Cleaning and Janitorial Services and is expected to have a minimum of 5 years proven experience in this field. Further,

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have similar experiences (at least three contracts) for providing Janitorial and Garden services to UN Agency and/ or International organization/companies/Embassies/Diplomatic offices of similar nature or larger during the past five years.

**Client References:** List of current and previous clients for similar services as those required by AUC, indicating **description of contract scope, contract duration, contract value, contact references;**

**1) Staff Capabilities: Management Structure and Key Personnel**

Total number of key staff and their experience.

The AUC requires highly qualified supervisors with minimum 5 years’ experience and a National diploma.

**2) Methodology:**

- Understanding of the assignment: Contractor to provide a description of how they will provide the services
- General organization and capability to adequately carry out the assignment:
  - Proposed staffing levels
  - Equipment capabilities
  - List of Consumables
  - Innovation/new ideas

**3) Description of Health and Safety policy against occupational hazards:** The Contractor shall define their Health and Safety guidelines.

**4) Financial Capabilities**

The Service Provider must be able to financially capable of sustaining the services if awarded the contract. A recent bank statement is required (at least the last two years)

**AWARD CRITERIA**

The **Technical evaluation criterion** is made up of the following sub-criteria:

| No | Areas   | Points    |
|----|---|-----------|
| 1  | <b>Demonstrated specific Experience of the Contractor in the provision of similar services</b><br>-Nature of services (similar in nature)<br>-Contract value and scope and size, complexity<br>-Similar environment and customer base   | <b>25</b> |
| 2  | <ul style="list-style-type: none"> <li>• <b>Understanding of assignment in accordance with AUC Requirements</b><br/>-Suggested approach in successfully implementing an providing service requirements in the RFP</li> <li>• <b>General organization and capability to adequately carry out the assignment</b><br/>-Proposed management structure and staffing<br/>-Proposed work equipment, consumables and logistics<br/>-Innovativeness</li> </ul> | <b>30</b> |
| 3  | <b>Financial capabilities</b>   | <b>15</b> |
| 4  | <b>Qualifications and Experience of Key Personnel</b>   | <b>20</b> |
|    | Professional Expertise<br>Technical qualification   |           |
| 5  | <b>Description of Health and Safety policy</b>  | <b>10</b> |

The pass mark for the technical evaluation is 70 points.



**FINANCIAL PROPOSAL/OFFER**

The Contractor shall submit a detailed financial proposal in a separately sealed envelope as a lump sum, with detailed workings of how the lump sum is calculated. The all-in service includes salary, allowance, uniforms, as well as chemicals, materials and all the necessary tools and equipment.

- i) **LOT I- AUC Old Compound**
- ii) **LOT II-AUC New Complex**
- iii) **LOT III- New Peace and Security Building**

Proposal should indicate price per month and per year

Detailed breakdown of costs is required i.e staff costs, equipment, consumables, uniforms etc  
**SCOPE OF WORK**

**General:** This cleaning specification will provide a guide as to what may be expected as a minimum service requirement for a range of cleaning and janitorial work in and around the buildings. For more detailed information on cleaning specifications, it is highly recommended to refer to the manufacturers’ specification and other acceptable international standards.

The Contractor will also be required to regularly and immediately report to the concerned Facilities Management Division any unforeseen problem that may occur to the facilities, such as: all loose walkway tiles, dripping taps, damaged w.c. seat covers and flashes, broken windows, water leakage, disordered furniture arrangements, safety and health hazardous issues and any other related information as and when they occur.

| No.                 | Activity  | Frequency |
|---------------------|---|-----------|
| <b>Office Areas</b> |   |           |
| 1                   | Empty rubbish bins and ash trays  | Daily     |
| 2                   | Remove rubbish from planter boxes   | Daily     |
| 3                   | Spot clean removing finger marks from stainless steel & aluminum door push plates. (Not to be left with oily film).   | Daily     |
| 4                   | Remove dirt, marks and stains from furniture and walls.   | Daily     |
|                     | Spot clean removing finger marks from stainless steel & aluminum reception desks and furniture. (Not to be left with oily film).  | Daily     |
| 5                   | Vacuum entrance mats and matting recesses.  | Daily     |
| 6                   | Spot clean all glass entrance doors, hand rails and reception areas removing finger marks and smudges.  | Daily     |
| 7                   | Clean notice and index boards to remove dust, dirt, finger marks and vacuum the internal ledge  | Daily     |
| 8                   | Clean stainless steel & plastic room name plates and direction indicators.  | Weekly    |
| 8                   | Clean LCD information displays and TVs with approved type soft fabric   | Weekly    |
| 9                   | Clean kick plates on doors.   | Weekly    |
| 10                  | Dust furniture in all offices and open work areas including desks, phones and handsets, chairs, counter tops, picture frames, cupboards, doors, blinds, bench tops, windowsills and shelving (where cleared an accessible). | daily     |
| 11                  | Dust office equipment including photocopiers, printers and personal computers. (When turned off.)   | Daily     |

|                         |   |              |
|-------------------------|---|--------------|
| 12                      | Dust or brush clean air vents in doors, walls and ceilings.   | Weekly       |
| 13                      | Spot clean all other glass surfaces in public areas. (Except external windows.)   | Daily        |
| 14                      | Spot clean marks and dirt from vertical surfaces.   | Daily        |
| 15                      | Clean all internal glass surfaces.  | Weekly       |
| 16                      | Vacuum upholstered seats.   | Weekly       |
| 17                      | Clean all walls   | Weekly       |
| 18                      | Clean light fittings, fans and heaters  | Weekly       |
| 19                      | Scrub rubbish bins, ashtrays and waste containers.  | Monthly      |
| 20                      | Wet clean Venetian blinds. (Contact Cleaning Supervisor for frequency)  |              |
| 21                      | Clean/polish all ornaments, sculptures, etc   | Daily        |
| 22                      | Dust hand railings, barrier rails and clean internal, external stairwells and walkways within building line   | Daily        |
| <b>Conference Areas</b> |   |              |
| 1                       | Clean tables and chairs in conference and meeting rooms.  | Daily        |
| 2                       | Vacuum entrance mats and matting recesses.  | Daily        |
| 3                       | Dust audiovisual equipment suspended from ceilings and walls.   | Monthly      |
| 4                       | Clean suspended glass ceiling   | Twice a Year |
| 5                       | Clean acoustic walls with mullions and perforations   | Monthly      |
| 6                       | Empty rubbish bins and ashtrays   | Daily        |
| 7                       | Remove rubbish from planter boxes   | Daily        |
| 8                       | Spot clean removing finger marks from stainless steel & aluminium door push plates. (Not to be left with oily film).  | Daily        |
| 9                       | Remove dirt, marks and stains from furniture and walls.   | Daily        |
| 10                      | Spot clean removing finger marks from stainless steel & aluminium reception desks and furniture. (Not to be left with oily film).   | Daily        |
| 11                      | Vacuum entrance mats and matting recesses.  | Daily        |
| 12                      | Spot clean all glass entrance doors, hand rails and reception areas removing finger marks and smudges.  | Daily        |
| 13                      | Clean notice and index boards to remove dust, dirt, finger marks and vacuum the internal ledge  | Daily        |
| 14                      | Clean stainless steel & plastic room name plates and direction indicators.  | Weekly       |
| 15                      | Clean LCD information displays and TVs with approved type soft fabric   | Weekly       |
| 16                      | Clean kick plates on doors.   | Weekly       |
| 17                      | Dust furniture in all offices and open work areas including desks, phones and handsets, chairs, counter tops, picture frames, cupboards, doors, blinds, bench tops, windowsills and shelving (where cleared an accessible). | Daily        |
| 18                      | Dust office equipment including photocopiers, printers and personal computers. (When turned off.)   | Daily        |
| 19                      | Dust or brush clean air vents in doors, walls and ceilings.   | Weekly       |
| 20                      | Spot clean all other glass surfaces in public areas. (Except external windows.)   | weekly       |
| 21                      | Spot clean marks and dirt from vertical surfaces.   | Daily        |
| 22                      | Clean all internal glass surfaces.  | Weekly       |

|                       |   |               |
|-----------------------|---|---------------|
| 23                    | Clean all internal walls and skylight roofs   | Daily         |
| 24                    | Clean all internal atrium walls and skylight roofs  | Monthly       |
| 25                    | Vacuum upholstered seats.   | Weekly        |
| 26                    | Clean light fittings, fans and heaters  | Weekly        |
| 27                    | Scrub rubbish bins, ashtrays and waste containers.  | Monthly       |
| 28                    | Wet clean Venetian blinds. (Contact Cleaning Supervisor for frequency)  |               |
| 29                    | Clean/polish all ornaments, sculptures, Frames etc  | Weekly        |
| 30                    | Clean Big AU logos  | Monthly       |
| 30                    | Dust hand railings, barrier rails and clean internal, external stairwells and walkways within building line   | Daily         |
| 31                    | Polish wooden walls with approved type furniture spray  | Monthly       |
| <b>Floor Surfaces</b> |   |               |
| 1                     | Spot clean marks, stains and spills on carpets and remove gum and other sticky substances using an approved cleaner that will not damage carpets.         | Daily         |
| 2                     | Spot vacuum clean all carpets and rugs  | Daily         |
| 3                     | Full vacuum clean all carpets and rugs.   | Three times a |
| 4                     | Spin clean carpet with rotary mop pad   | Twice a year  |
| 5                     | Shampoo carpeted areas using hot water extraction or other methods approved by the cleaning supervisor.   | Quarterly     |
| 6                     | Pile lift carpet  | Twice a year  |
| 7                     | Remove loose litter and sweep vinyl, linoleum, ceramic, granite, and marble floor areas.  | Daily         |
| 8                     | Remove any sticky substances or spills (using a damp mop) on vinyl, linoleum, ceramic, granite and marble floors.   | Daily         |
| 9                     | Damp mop entire vinyl, linoleum ceramic, granite and marble floors.   | Daily         |
| 10                    | Scrub entire vinyl, linoleum ceramic, granite and marble floors.  | Quarterly     |
| 11                    | Sweep, fringe mop or vacuum resilient floors (including tarkett vinyl, vinyl, vinyl tiles, cork and timber floors) paying attention to corners and edges. | Daily         |
| 12                    | Remove scuff and shoe marks from resilient floors (including tarkett vinyl, vinyl, vinyl tiles, cork, and timber floors).                                 | Daily         |
| 13                    | Polish by buff after mopping resilient floors (including tarkett vinyl, vinyl, vinyl tiles, cork and timber floors) with cleaner/polish.                  |               |
| 14                    | Strip floors of polish  | Monthly       |
| 15                    | Seal floor  | monthly       |
| 16                    | Scrub ceramic tiled floors in toilets, washrooms and change rooms.  | monthly       |
| 17                    | Spot mop for stains and spills in internal and external stairs.   | Daily         |

| <b>Toilets, Washrooms and Changing Rooms</b> |   |              |
|--|---|--------------|
| 1  | Clean and disinfect both inner and outer surfaces of pans, seats, lids, hand basins, paper dispensers, dryers and other fixtures and fittings in toilets, washrooms and change rooms. | Daily        |
| 2  | Clean and disinfect urinal surfaces, ensuring no build up of uric acid or water scale is evident.   | Daily        |
| 3  | Clean shower cubicles walls and fittings.   | Daily        |
| 4  | Clean and polish water dispensers.  | Daily        |
| 5  | Empty rubbish bins.   | Daily        |
| 6  | Mop shower floors.  | Daily        |
| 7  | Remove marks from walls, doors and partitions in toilets, washrooms and change rooms.   | Daily        |
| 8  | Replenish toilet requisites.  | Daily        |
| 9  | Use a non-corrosive chemical to clean mirrors and bright metal surfaces including taps, pipes, door handles, push and kick plates in toilets, washrooms and change rooms.             | Daily        |
| 10   | Scrub shower floors   | Weekly       |
| 11   | Wash toilet and cubicle doors, partitions and walls.  | Weekly       |
| 12   | Clean light fittings, fans and heaters.   | Weekly       |
| 13   | Scrub rubbish bins and waste containers.  | Weekly       |
| 14   | Spray air-freshener in toilet rooms   | Twice a day  |
| 15   | Clean tiled or marbled walls with clean towels using only fresh and clean water – no lemon-containing materials to be used on marble  | Daily        |
| <b>Window Shutters and Curtains</b>          |   |              |
| 1  | Dust plastic and steel window shutters  | Weekly       |
| 2  | Wet clean Venetian blinds and curtains. (Contact Cleaning Supervisor for frequency)   |              |
| <b>Wooden Paneling and Doors</b>             |   |              |
| 1  | Clean and polish wooden paneled walls and doors with approved type furniture spray.   | Twice a Year |
| <b>Lifts and Escalators</b>                  |   |              |
| 1  | Spot clean all glass and stainless steel surfaces removing finger marks and smudges.  | Daily        |
| 2  | Use a non-corrosive chemical to clean mirrors and bright metal surfaces.  | Daily        |
| 3  | Vacuum clean floors; ensure edges, corners and door tracks are detailed in lifts.   | Daily        |
| 4  | Remove marks from walls, doors, ceilings, and indicator and selector panels in lifts. (Not to be left with only film.)  | Daily        |
| 5  | Spot Clean glass hand rails   | Daily        |
| 6  | Dust hand railings  | Daily        |
| 7  | Clean glass hand rails  | Weekly       |
| <b>Kitchens and Tea Rooms</b>                |   |              |
| 1  | Clean sinks, exterior cupboard doors, urns, refrigerators, splashbacks, bench tops, tables and tiles in tea rooms, kitchen and common room areas.                                     | Daily        |
| 2  | Clean tables in tea rooms, kitchen and common room areas.   | Daily        |
| 3  | Clean and polish water dispensers.  | Daily        |
| 4  | Empty rubbish bins.   | Daily        |

|                              |  |               |
|------------------------------|--|---------------|
| 5                            | Clean ceramic, marble and granite walls and floors   | Daily         |
| 6                            | Scrub ceramic, marble and granite walls and floors   | weekly        |
| 7                            | Scrub rubbish bins and waste containers.   | weekly        |
| <b>External and Compound</b> |  |               |
| 1                            | Clean external granite, glass and aluminum curtain wall façade.<br>(suspension system will be provided by AU for office tower) | Twice a Year  |
| 2                            | Clean large conference hall roof dome (New Building)   | Twice a year  |
| 3                            | Clean service areas on roof top  | Weekly        |
| 4                            | Clean skylight roofs   | Monthly       |
| 5                            | Remove all waste materials such as papers, plastics, cans, leaves, etc. in all areas of the premises                           | Daily         |
| 6                            | Clean entrance glass canopies  | Monthly       |
| 7                            | Clean entrance mats and recesses   | Daily         |
| 8                            | Sweep paved walkways   | Three times a |
| 9                            | Wash paved walkways  | Monthly       |
| 10                           | Clean light fixtures, surveillance cameras and utility boxes   | Monthly       |
| 11                           | Sweep sports fields  | Three times a |
| 12                           | Wash sports fields   | Monthly       |
| 13                           | Clean helipad  | Three times a |
| 14                           | Wash helipad   | Monthly       |
| 15                           | Sweep driveways  | Monthly       |
| 16                           | Wash drive ways  | Twice a year  |
| 17                           | Clean all glass surfaces   | Daily         |
| 18                           | Clean compound location signs and texts  | Daily         |
| 19                           | Clean external surface of roller doors   | Daily         |
| 20                           | Clean External surface of fountains  | Daily         |
| 21                           | Clean/wash internal and external surfaces of fountains   | Monthly       |
| 22                           | Clean sculptures including base, AU logos and Artworks   | Weekly        |
| 23                           | Clean fence granite cladding   | Yearly        |
| 24                           | Clean solar panels   | Monthly       |
| <b>Dirt Disposal</b>         |  |               |
| 1                            | Dispose of into incinerator  | As required   |
| 2                            | Protect from being scattered by wind   | As required   |
| 3                            | Burn   | Occasionally  |
| <b>Reports</b>               |  |               |
| 1                            | Dripping water tap.  |               |
| 2                            | Water leakage  |               |
| 3                            | Damaged toilet, changing room, washroom fixtures and accessories.  |               |
| 4                            | Broken windows and doors   |               |
| 5                            | Disordered furniture arrangement   |               |
| 6                            | Damaged electrical fittings  |               |
| 7                            | Damaged sculptures and artworks  |               |
| 8                            | Damaged furniture  |               |
| 9                            | Loose wall and floor tiles   |               |
| 10                           | Damaged curtains and blinds  |               |
| 11                           | Roof leakage   |               |
| 12                           | Rodents  |               |
| 13                           | Any other information requiring maintenance and immediate action   |               |
| 14.                          | Provide report of deterioration of equipment & Installation.   |               |