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Eswatini Revenue Authority Tender

REQUEST FOR PROPOSAL FOR THE PROVISION OF CLEANING SERVICES

RFP No: SRA 2020/002

RFP Name: PROVISION OF CLEANING SERVICES

Tender Closing Date:

Friday, 28th February, 2020, 12h00 Noon

Compulsory Pre-briefing Meeting:

Tender No.	Venue	Date	Time
SRA 2020/002	Ezulwini SRA HQ	Monday,10th of February 2020	10AM

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SECTION A - INTRODUCTION

Tenderers are requested to complete their proposals following the outline indicated in this document:

1. BACKGROUND

The Eswatini Revenue Authority (SRA) is a semi-autonomous revenue administration agency which has taken over this responsibility from Government. A lot has been done towards building the Organization into a sustainable one and more is still being done. The SRA plays a significant role in revenue mobilization for the Country and as such the need to ensure its continued efficient and effective operation is critical

This Request for Tender ("RFT") outlines the requirements of the Eswatini Revenue Authority operating in Eswatini, (hereinafter referred to as "SRA") and the process to be followed by prospective tenderers in submitting a response to Cleaning services. Prospective Tenderers are expected to unequivocally specify their capability to deliver the services, in line with the SRA's requirements as outlined below.

2. PARTICIPATING COMPANIES

All Eligible Tenderers that can demonstrate knowledge and experience to deliver the services required.

3. CONTRACT

Upon award of the tender, the parties will enter into a contract which will spell out in more detail the items mentioned herein.

SECTION B - SCOPE OF TENDER

TENDER OBJECTIVE – TERMS OF REFERENCE

The objective of the tender is to select a suitably qualified vendor for the provision of Cleaning Services for all SRA sites.

The terms of reference for this service shall include the following:

1. Cleaning Services – General cleaning of offices, tea making, and messenger services, cleaning of windows and carpets as and when requested.
2. Litter control – paper picking and other foreign loose materials. Disposal should be at designated legal dumpsite.

SECTION C : INSTRUCTIONS TO TENDERERS AND TERMS AND CONDITIONS OF TENDER

1. The SRA is seeking reliable, financially stable service providers who can meet its stringent cost, quality and service requirements.
2. The tender document as well as all other correspondence and documents relating to the tender exchanged by the tenderer and the SRA, shall be written in the English language.
3. Tenderers should double check the prices quoted for accuracy before submitting their tender documents. Under no circumstances will the SRA accept any request for price adjustment on grounds that a mistake was made in the tendered prices.
4. To assist in the examination, evaluation and comparison of tenders, the SRA may, at its discretion, ask the tenderer for a clarification on any part of its tender. The request for clarification and the response shall be in writing, and no change in the prices or substance of the tender shall be sought, offered, or permitted.

5. By submission of the tender, the Tenderer implicitly certifies that:

- the prices in the tender have been arrived at independently without consultation, communication or agreement for the purpose of restricting competition, as to any matter relating to such prices, with any other Tenderer or competitor;
- Unless otherwise required by law; the prices quoted in the tender shall not be disclosed knowingly by the Tenderer, directly or indirectly, to any other Tenderer or competitor until he has been informed of the results of the Tender.
- No attempt has been made or will be made by the Tenderer to induce any other tenderer or competitor to submit or abstain from submitting a tender for the purpose of restricting competition.

6. The SRA does not bind itself to accept the lowest or any tender nor give any reason for the acceptance or rejection of a tender. The SRA may accept a tender for a part of the quantity offered or reject any tender without assigning any reason.
7. Acceptance or rejection of a tender offer will be communicated by a formal acceptance or rejection letter sent by fax, email and or normal post directly to the tenderer. An acceptance by such letter will not mean the SRA is binding itself to an agreement. The SRA shall only be bound under the agreement once the terms and conditions of the contract are agreed between the parties. Failure to agree thereto for a period exceeding thirty (30) days will render the whole tender transaction *void ab initio*.
8. The offers shall be deemed to be under consideration immediately after the tender closing date, until the SRA makes an official award of contract. Whilst the offers are under consideration, Tenderers and or their representatives or other interested parties are advised to refrain from contacting the SRA by any means. If necessary, the SRA will obtain further clarifications on the offers by requesting for such information from any or all the tenderers, either in writing or through personal contacts, as may be considered necessary. The SRA reserves the right to eliminate from the evaluation a tenderer contravening this provision.
9. Tenderers will not be permitted to change the substance of their offers after the tender box has been opened. Tenders may modify or withdraw their bids after submission, provided that written notice of the modification is received by the SRA prior to the deadline for its submission. A withdrawal notice may also be sent to procurement@sra.org.sz, but followed by a signed confirmation copy. The changes or modifications shall be initialled in black ink.

- No Bids/Tender Document may be modified after the deadline for submission of Bids.
- No Bids/Tender Document may be withdrawn in the interval between the deadline for submission of Bids and the expiration of its validity.

10. SRA reserves the right to modify, or change the specifications or even cancel the tender before the tender opening and such modifications or changes will be communicated to the tenderers in advance as and when decided.
11. Participation in this tender process, or in relation to any matter concerning the tender, will be at the tenderer's sole risk, cost and expense. SRA will not be responsible in any circumstance for any costs or expenses incurred by any tenderer in preparing or lodging a tender or in taking part in the tender process or taking any action related to the tender process.
12. Signed tender documents must be submitted by placing them in a suitably large sealed envelope showing **Tender name & Tender Number** so as to ensure the contents cannot fall out or be viewed without opening the envelope.
13. Nothing shall prevent the SRA from conducting a diligence search of the business of the Tenderers.
14. Each page of the offer must be numbered consecutively, bear the tender number, signed and stamped by the Tenderer at the bottom. A reference to the total number of pages comprising the offer must be made at the top right-hand corner of the first page.
15. The tender shall have no interlineations, erasures, or overwriting except as necessary to correct errors made by the tenderer, in which case such corrections shall be initialled by the person or persons signing the tender.
16. Tenders submitted by Fax, Telex or e-mail will not be accepted.
17. Completed Tender documents must be placed in the Tender Box situated at the **Ground Floor Eswatini Revenue Authority Building, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road) before 12h00 Noon, on Friday, 28 February, 2020. Compulsory Pre-Briefing Meeting will be on Monday, 10th February 2020 at Ezulwini New SRA Headquarters. Proposal/Bids received from none attendants will not be accepted.**
18. Tenders or any part thereof received after the stipulated closing date and time will not be accepted. No tender may be modified after the deadline for submission of tenders.
19. Tenders will be opened from 12h01 on the date of closing at the SRA Meeting Room, 3rd Floor, South Wing, SRA Headquarters, Ezulwini. Tenderers are invited to attend the Tender Opening Meeting for which they will be informed if there are changes on the date.

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The bid price will be read and recorded in the presence of all the Tenderers or their representatives present during the opening. However, tenders may be opened even if Tenderers or their representatives are not present at the scheduled time. Each Tenderer and the eventual contract holder agree to be bound by the laws of Eswatini and shall be subject to the Courts of the country. Each Tenderer shall indicate a place in Eswatini and specify in the Tender his domicilium, where all notifications may be served on him.

20. The SRA requires that Tenderers observe the highest standard of ethics during the procurement process and execution of contracts. When used in the present regulations, the following terms are defined as follows;

19.1 **"corrupt practice**" means the offering, giving, receiving, or soliciting of anything of value to influence the action of a company official in the procurement process or in contract execution; and

19.2 **"fraudulent practice"** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of SRA, and includes collusive practice among tenderers (prior to or after tender submission) designed to establish tender prices at artificially non-competitive levels and to deprive SRA of the benefits of free and open competition; SRA will reject a proposal for award if it determines that the tenderer recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. Further a tenderer who is found to have indulged in corrupt or fraudulent practices, risks being blacklisted from procurement at SRA.

19.3 Tenderers and their officers, employees, agents and advisers must not engage in any collusion, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or submission of tenders. In addition to any other remedies available under any law or any contract, the SRA may at its sole discretion immediately reject any tender submitted by a tenderer that engaged in any collusive tendering, anti-competitive conduct or any other similar conduct with any other tenderer or any other person in relation to the preparation or submission of Tenders.

19.4 Any collusion amongst Tenderers or between Tenderers and SRA personnel is forbidden and discovery of any such act will disqualify the Tenderer(s) and result in disciplinary action against the SRA employee.

The tender, or contract if it has been concluded already, will be declared invalid if SRA determines that the Tenderer, or any person acting on his behalf, has offered, promised or

given a bribe, gift or other inducement to an officer or employee of SRA with the intention of influencing the award of the contract.

19.5 The tenderers must disclose, if they or any of their sub-contractor(s):

- are or have been the subject of any proceedings or other arrangements relating to bankruptcy, insolvency or financial standing.
- Have been convicted of any offence relating to professional misconduct.
- Has not fulfilled any obligations relating to the payment of taxes in Swaziland.
- Disclosure extends to any company in the same group of a tenderer (including but not limited to parent, subsidiary and sister companies, and companies with common shareholders, whether direct or indirect and parties with whom the tenderer is associated, in respect of this tender).

21. The Tenderer should provide satisfactory evidence acceptable to SRA to show that:

20.1 It is a reputable company with adequate technical knowledge, professional qualification, and wide experience in performing project management services.

20.2 It has adequate financial stability and status to meet the stipulations under the contract. It is financially solvent and without current judgments or any other financial background which could prevent it from operating bank accounts, raising finance and conducting other activities which are essential to the running of a business.

20.3 It has an adequately qualified and experienced team assigned for the work under this tender.

22. The tender shall remain valid and open for acceptance by SRA for not less than ninety (90) days after the submission of tenders.

23. A tender document submitted by a joint venture (JV) of two or more companies must be accompanied by a document forming the joint venture; duly registered and authenticated by a notary public or other official deputed to witness sworn statements, precisely defining the conditions under which the joint venture will function, its period of duration, the persons authorized to represent it and obligated thereby, the participation of the several companies forming the joint venture, and any other information necessary to permit a full appraisal of its function. The JV agreement should be submitted with the tender documents.

24. Tenderers are advised to provide all relevant information as required.

25. Any document submitted in reply to the Invitation to Tender shall become the property of the SRA. SRA will use commercial confidentiality or proprietary information solely for the purpose of the evaluation of tenders and the selection of a suitable contractor.

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26. Figures should not be altered or erased; any alteration should be effected by striking through the incorrect figures and inserting the correct figures in ink above the original figures. All such amendments should be initialled by the Tenderer in ink.
27. Arithmetical errors will be rectified only if there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity. In such case, the unit price shall prevail, and the total price shall be corrected. If the tenderer does not accept the correction of the errors, his tender will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
28. SRA will award the contract to the tenderer whose tender has been determined to be substantially responsive to the tender documents and who has offered the best evaluated tender price, provided that, such tenderer has demonstrated the capability and resources to complete the contract, and has offered the appropriate equipment and experienced personnel for the intended operation. However, SRA reserves the right to award the tender to more than one (1) supplier.
29. An intention of notice to award shall be sent to all bidders and also published to the ESPPRA website at least 10 working days before the contract award.
30. Tenderers must provide the following information in two sets; one in hard copy and the other in a soft copy (scanned format); the technical and financial proposals must be submitted in two separate envelopes;

    A. Checklist as attached in Section E of this document.
    B. Company profile
    C. Technical proposal
    D. Financial proposal – To include hourly and daily rate per cleaner as well as monthly rate per site.
    E. Valid Original Tax Compliance Certificate
    F. Certified copy of Valid Trading License
    G. Certified copy of Labour Compliance
    H. Police Clearance for Company Directors
    I. Company form j & form C
    G. Company audited annual financial statements for the past 3 years or since inception.
    H. Names and contact details of at least three (3) reference customers
    I. Statement of joint ventures / partnerships (if any).

    NB: The Absence of any of the items above may render the tender disqualified on opening. The discretion to disqualify rests with the SRA.

31. If the tenderer has any doubts as to the meaning of any portion of this document, should set out in his covering letter the interpretation on which he relies on.

32. The onus is on tenderers to furnish sufficient information for a full technical and financial evaluation of offers.
33. The SRA reserves the right at any point of the tender process, to disqualify any non-compliant tender proposal (i.e. proposals failing to meet the terms of these instructions) received;
34. The SRA reserves the right to require a performance guarantee for any upfront payment required by the vendor.
35. **Tender prices must clearly reflect separately all taxes to be charged.**
36. Any query in connection with the Tender or the Invitation to Tender shall be submitted in writing to: procurement@sra.org.sz not later than 21 February 2020

SECTION D : TENDER EVALUATION PROCESS AND CRITERIA

Tenders shall be evaluated using, but not limited to the following tender evaluation criteria: There are six components in the tender evaluation process, five of which are non-financial and the last one being financial. These are set out below:

Please note the following:

- A tender which obtains less than 50% of the total points allocated to Criteria 1 – Responsiveness to Tender Assessment shall be deemed to be non-responsive and eliminated from further evaluation.
- A tender which obtains less than 70% of the total points allocated to Criterion 2 to 5, Resources and Capability Assessment, Technical Assessment, Risk Assessment, and Promotion of Swazi Business; shall be deemed to be non-responsive and eliminated from further evaluation.

1. Responsiveness of Tender Assessment

This will determine whether:

- all required documentation and information have been submitted;
- all the tenders have been appropriately signed and authorised;
- the document has been submitted in the correct format; and
- the correct number of legible copies has been submitted.

2. Resources and Capability Assessment

This will address the experience of the Tenderer as well as the capability and qualifications of the key personnel who will be operating under the contract, including the management and supervisory back up. Where appropriate, reference checks are essential and must cover aspects such as:

a. The Tenderer's track record: i.e. past performance of similar contracts; industry knowledge;
b. The availability of trade references (A list of at least three suitable references is to be provided to support this process);
c. The contractors managerial and expertise capacity (as evidenced by sound management practices as well as qualifications, experience and extent of involvement/availability of key personnel and supervisory staff) to deliver the services.
d. Project implementation plan.

3. Technical Assessment

The technical assessment will establish whether the tender meets the requirements set out in the specification and, if not, the significance of any variation from that specification.

4. Risk Assessment

The assessment will establish all risk factors which may be prejudicial to the SRA and performance of the contract. This may include ascertaining the integrity and general conduct in business dealings, professional conduct of the tenderer's directors and senior management; compliance with the law and encumbrances which may hinder due performance under the contract. This may involve investigations into whether any of the directors and senior managers have criminal records in connection with corruption, fraud, theft or forgery; financial track record of the tenderer, etc.

5. Promotion of Swazi Business

This criterion shall determine the extent to which ownership of the business is vested in Eswatini citizens and/or the extent to which the Tenderer will:

a. Encourage Eswatini citizens to be involved in business;

b. Improve levels of Eswatini citizens' participation in SRA business;

c. Enhance economic development for Eswatini citizens;

d. Increase the numbers and types of Eswatini business activities in the area;

e. Promote opportunities for employment of Eswatini citizens and

f. Promote business enterprise development for Eswatini citizens.

Where the scope of the works is of a highly specialised nature or the successful Tenderer is non-Swazi, the SRA shall negotiate with the successful Tenderer to sub-contract or partner with a service provider who is an Eswatini citizen.

6. Financial Criteria in Emalangeni

This will entail identification of all relevant costs including capital costs to the SRA. The initial (once off) costs, the on-going costs including any basis for escalations, penalties and/or discounts, should be identified and considered.

The following evaluation formulae shall be used in the allocation of scores:

$$Ps = \frac{Pt - Pmin}{} \qquad 15\left(1 - Pmin\right)$$

Where:

Ps - Points scored for bid under consideration.

Pt - Tender price for bid under consideration.

Pmin - Tender price for the lowest bid.

EVALUATION CRITERIA AND WEIGHTINGS

Non-Price Elements: Criteria and weightings are summarised below;

Criteria Elements	**Criteria Weighting Factors**
1. Responsiveness of Tender • all required documentation and information have been submitted; The following weightings shall apply: A. Checklist as attached in Section D of this document. (1) B. Company profile (1) C. Technical proposal (1) D. Financial proposal (Daily/hourly/monthly rate) (1) E. Valid Tax Compliance Certificate (2) F. Copy of Valid Trading License (1) G. Copy of Valid Labour compliance (1) H. Company form J & form C (1) I Police clearance for company Directors (1) J. Company audited annual financial statements for the past 3 years or since inception. (1) K. Names and contact details of at least three reference customers (1) • all the tender documents have been appropriately signed and authorised; (1) • the document has been submitted in the correct format; (1) • The correct number of legible copies has been submitted. (1)	15
2. Resources and Capability • Reputation/brand/size of Tenderer; • Key personnel, relevant qualification(s) and relevant experience; • Trade references. • Project implementation plan.	25

3. Technical Capability • Quality of the product/service, i.e. extent to which it meets tender specification or scope. • A list of relevant/similar projects completed within the last 3 years, complete with date, description, Project cost.	20
4. Risk Assessment • All risk factors which may be prejudicial to SRA and performance of the contract, including but not limited to availability of resources (human, financial or suitable equipment for the tender) or extent of the Tenderer's commitment in other projects; • Size of the tender in relation to the size of the company in order to determine the ability to complete the tendered works; • Ascertaining the integrity and general conduct in business dealings, professional conduct of the Contractor's directors and senior management; • Compliance with the law; (e.g. workmen's compensation etc.) • Circumstances which may expose SRA and hinder due performance under the contract, e.g. criminal records in connection with corruption, fraud, theft or forgery by the contractor's directors and management etc.	10
5. Eswatini Business Promotion • Degree to which ownership of business vests with Eswatini citizen; • Degree to which business is managed by Eswatini citizen. • Extent to which the Tenderer will: – Encourage more Eswatini citizens to be involved in business; – Encourage the impartation of technical and business skills to Eswatini citizens; – Improve levels of Eswatini citizens participation in SRA business; – Promote opportunities for employment of Eswatini citizens;	10
6. Financial in emalangeni • Pricing / Costs • Payment terms and conditions • Clear reflection of all taxes to be charged	20

SECTION E : SUBMISSION CHECKLIST

REQUIREMENT	**AVAILABLE / NOT AVAILABLE (Please tick - √ or cross – x as appropriate)**
Company Profile	
Technical Proposal	
Financial Proposal (Daily/hourly/monthly rate)	
Original Valid Tax Compliance Certificate	
Valid copy of Trading License	
Valid copy of Labour compliance	
Police clearance for company Directors	
Company audited annual financial statements for the past 3 years or since inception.	
Names and contact details of at least three (3) reference customers	
Statement of joint ventures/partnerships (if any)	

NB: Please submit checklist attached on the first page of tender documents. The documents must follow the sequence on the checklist.

DECLARATION OF ELIGIBILITY

[The service provider must provide a signed declaration on its company letterhead in the following format. If the Proposal is being presented by a joint venture or consortium all members must each sign their own declaration.]

[>>>Name of the Bidder, Address, and Date>>>]

To: The Commissioner General, Eswatini Revenue Authority Building, Box 5628 Mbabane, Portion 419 of Farm 50 Ezulwini, Along MR 103 (Mvutshini-Gables Road).

Dear Sirs,

Re Tender Reference: **RFT 2020/002**

We hereby declare that: -

(a) We, including any joint venture partners or consortium partners, are a legal entity and have the legal capacity to enter into the contract;

(b) We are not insolvent, in receivership, bankrupt or being wound up, our affairs are not being administered by a court or a judicial officer, our business activities have not been suspended, and we are not the subject of legal proceedings for any of the foregoing;

(c) We have fulfilled our obligations to pay taxes and social security contributions;

(d) We have not, and our directors or officers have not, been convicted of any criminal offence related to our/their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a contract within a period of five years preceding the commencement of the procurement proceedings; and

(e) We do not have a **conflict of interest** in relation to the procurement requirement.

Signed …….

Authorised Representative

Date …….

FORM FIN-1: FINANCIAL PROPOSAL SUBMISSION FORM

[Note to service providers: This Financial Proposal Submission Form should be on the letterhead of the vendor and should be signed by a person with the proper authority to sign documents that are binding on the entity. It should be included by the bidder in its financial proposal.]

[>>>Location>>>]

[>>>Date>>>]

Procurement Reference No: [>>>insert Tender Reference number>>>]

To: ***The Commissioner General, Eswatini Revenue Authority,*** *P.O. Box 5628 Mbabane*

Dear Sirs:

We, the undersigned, declare that:

(a) We offer to provide cleaning services for [>>insert a brief description of the Services>>] in conformity with your Request for Tender and our technical and financial proposals;

(b) The schedule of prices of our proposal is attached.

(c) Our proposal shall be valid for a period of [>>specify the number of calendar days>>] days from the date fixed for the proposal submission deadline in accordance with the Request for Tender, and it shall remain binding upon us, subject to any modifications resulting from negotiations, and may be accepted at any time before the expiration of that period;

(d) We understand that you are not bound to accept any proposal that you receive;

Dated on _____ day of _____, _____ *[insert date of signing]*

Name: *[insert complete name of person signing the proposal]*

In the capacity of *[insert legal capacity of person signing the proposal]*

Signed: *[signature of person whose name and capacity are shown above]*

Duly authorised to sign the proposal for and on behalf of: *[insert complete name of Tenderer]*

SECTION F – LISTING OF SITES FOR GENERAL CLEANING

SITE	OFFICE SPACE (M2)	*Public Ablutions(M2)	TOTALS (M2)	Working Hrs.	Personnel Required	Daily/hourly/monthly rate
Head Quarters	n/a	n/a	n/a	8.00am to 5.00pm	8 x tea ladies 15 x cleaners 1 x supervisor	
Sandlane Border	132	25	157	8.00am to 6.00pm	1 x cleaner	
Sicunusa Border	132	25	157	8.00am to 6.00pm	1 x cleaner	
Lundzi Border	169	25	194	8.00am to 4.00pm	1 x cleaner	
Gege Border	132	109	241	8.00am to 4.00pm	1 x cleaner	
Mahamba Border	257	25	282	7.00am to 10.00pm	2 x cleaners	
Matsapha State Warehouse	650	n/a	650	8.00am to 5.00pm	1 x cleaner	
Lot 7	2579.3	Incl.	2579.3	8.00am to 5.00pm	3 x cleaners	
Bulembu Border	132	109	241	8.00am to 4.00pm	1 x cleaner	
Ngwenya Border	n/a	n/a	n/a	7.00am to 12.00am	6 x cleaners	
Nsalitje Border	132	109	241	8.00am to 6.00pm	1 x cleaner	
Matsamo Border	237	25	262	7.00am to 8.00pm	2 x cleaners	
Mananga Border	90	17	107	7.00am to 6.00pm	1 x cleaner	
Lomahasha Border	n/a	n/a	n/a	7.00am to 8.00pm	4 x cleaners	
Mhlumeni Border	n/a	n/a	n/a	24hours	4 x cleaners	
Piggs Peak Service Centre	328	n/a	328	8.00am to 5.00pm	1 x cleaner	
Lavumisa Border	n/a	n/a	n/a	7.00am to 10.00pm	6 x cleaners	
Mbabane Service Centre	891	n/a		8.00am to 5.00pm	2 x cleaners	
Matsapha Service Centre	n/a	n/a	n/a	8.00am to 5.00pm	1 x cleaner	
Matsapha ICD	60	n/a	60	8.00am to 5.00pm	1 x cleaner	
Manzini Service Centre	438	n/a	438	8.00am to 5.00pm	2 x cleaners	
Matsapha SIDC	1200	n/a	1200	8.00am to 5.00pm	1 x cleaner 1 x grounds man	
Siteki Service Centre	120	n/a	120	8.00am to 5.00pm	1 x cleaners	

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Internal Affairs Offices	218	n/a	218	8.00am to 5.00pm	1 x cleaner	
Matsapha Airport	n/a	n/a	n/a	8.00am to 5.00pm	1 x cleaner	
Nhlangano Service Centre	n/a	n/a	n/a	8.00am to 5.00pm	1 x cleaner	

***Public ablutions are to be checked every hour and a sign off sheet is to be used.**

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