

TECHNICAL SPECIFICATIONS

SPECIFICATIONS AND SCOPE OF CLEANING WORKS

The objective of the specifications is to provide sufficient information to enable the Tenderer to prepare their tenders accurately, especially the Price Schedules, for which a form is prepared.

CLEANING SERVICES METHODS

STRIPPING

Stripping means carrying out the following tasks on floors and walls of offices, conference/meeting rooms, washrooms, stairways, corridors, reception areas and other areas within the facilities and or as directed by the Ketraco representative.

- (a) Put warning signs when cleaning and remove after cleaning (Supplier to provide).
- (b) Staff must be in protective gear such as gloves, gumboots etc.
- (c) Open all windows in the room
- (d) Cleaning of light fixtures with a cloth to remove dust and stains
- (e) Wiping and cleaning of all curtain boxes with a wet cloth and water and drying them
- (f) Cleaning of all wooden partitions with a wooden cleaner and polishing it with a wood polish
- (g) Cleaning of all window grills, window panes and windows frames with a window cleaner
- (h) Cleaning of walls to remove stains
- (i) Move the furniture from the rooms to allow cleaning
- (j) Clean the furniture with furniture polish before returning to the room
- (k) Sweep the floor to remove all litter and dust on the floor
- (l) Remove any visible stain on the floor
- (m) Soak the floor with a mixture of water and super stripper
- (n) Leave it for 10 minutes to soak
- (o) Scrub the floor with a scrubbing machine and a black pad
- (p) Use steel wool to scrub the corners, skirting and along the wall where the machine can't reach
- (q) Remove the water using a sucking machine
- (r) First rinse with clean water and remove the water using a sucking machine
- (s) Check and confirm that there are no stains on the floor, if there are, scrub again to ensure stains are removed
- (t) Rinse the floor a second time and remove the water using a sucking machine
- (u) Confirm that there are no stains and if any remove by hand scrubbing using steel wool and stripper
- (v) Clean the skirting to remove the stripper that split during cleaning
- (w) Rinse the floor the third and final time, remove the water using a sucking machine and leave it for thirty minutes to dry
- (x) Return and arrange the furniture in the room
- (y) Empty and clean the dustbins and dress the bins with a liner bag

DAILY DUTIES

- (a) Place warning signs when cleaning
- (b) Open the curtains/window blinds, windows and doors

- (c) Sweep the floor using a soft and/or feather dusters
- (d) Dust and clean all equipment (this includes computers, printers, shredders, telephones, etc) with a soft damp cloth. Ensure equipment is not damaged by water during cleaning
- (e) Wipe all furniture including tables, seats and all cables with a wood polish and damp cloth and dry them
- (f) All cables to be cleaned using super brite and steel wool, then wiped with a clean damp cloth
- (g) Mop the floor with a neutral maintainer
- (h) Remove any stubborn stain from the floor with a buffing machine and green pad
- (i) Arrange the furniture
- (j) Moving of furniture if need be
- (k) Clean all louvers and all windows
- (l) Dust and clean all wooden cabinets using a wood cleaner and polish
- (m) Dust and clean all metal cabinets using a wet damp cloth
- (n) Clean all skirting with a wet damp cloth
- (o) Clean doors and door frames along the corridors
- (p) Remove and clean cobwebs everywhere using appropriate equipment
- (q) Clean all the reception areas
- (r) Clean all leather seats using leather polish and fabric seats using appropriate detergent and method
- (s) Remove dirt from all the walls
- (t) Clean all direction signs, notice boards, with soap and a clean damp cloth
- (u) Empty, clean and dress/line dustbins

Cleaning of Carpeted Rooms

Vacuum clean the carpeted areas daily using a vacuum cleaner and shampooing and thorough carpet cleaning to be done twice a month.

Washrooms

Ladies washrooms services

- (a) Provide air freshener dispenser per washroom
- (b) Provide hand wash soap dispensers at the sink area within each set of toilets
- (c) Provide antibacterial soap in the soap dispensers
- (d) Provide paper hand towels in all washrooms
- (e) Washrooms cleaning and freshening should be done after every two hours and a half hour.
- (f) Provide quality tissue papers at every given time.

Gentlemen's washroom services

- (g) Provide an air freshener dispenser per washroom
- (h) Provide hand wash soap dispensers at the sink area within each set of toilets
- (i) Provide antibacterial soap in the soap dispensers
- (j) Provide paper hand towels in all washrooms
- (k) Provide adequate urinal sanitizers to prevent the buildup of uric acid and remove bad odor
- (l) Ensure presence of adequate urinal sanitizers at all times
- (m) Washrooms cleaning and freshening should be done after every thirty minutes.
- (n) Provide quality tissue papers at every given time.

General washroom services

- (a) Keep toilets and urinals clean, dry and disinfected at all times – Scrub sinks and toilet bowls with approved detergent and disinfectant
 - (b) Provide hand wash soap dispensers at the sink area within each set of toilets (confirm number)
 - (c) Constantly provide quality approved liquid hand washing soap, sanitizers and hand paper driers in the dispensers
 - (d) Provide a Hand dryer per set of toilets and ensure it remains in working condition at all times
 - (e) Refill soap/tissue/paper driers/sanitizer dispensers continuously.
 - (f) Replace dispensers when and if faulty
 - (g) Maintain all Toilet/ Hand tissue and Sanitizer dispensers
 - (h) Constantly provide quality cotton white toilet and hand drying tissues in the dispensers
 - (i) Instruct staff to promptly report any faults observed in any of the sanitary equipment and fittings
 - (j) Disinfect all hand touch facilities i.e. door handles, flush & tap handles etc
 - (k) Wipe mirrors and remove marks
 - (l) supply approved white toilet papers in rolls (The toilet papers must first be approved by Ketraco representative)
 - (m) Observe the highest standards of hygiene
- Provide auto dispensing air freshener dispensers per washroom

SPECIFICATIONS AND SCOPE OF SANITARY SERVICES

Ladies washroom services

- (a) Provide sanitary bins in toilets within the ladies washrooms in the offices and substations
- (b) Provide a sanitary bin for each toilet within each set of toilets (confirm specific number)
- (c) Collect the used sanitary bins twice a month
- (d) Provide a fresh, clean bin at the time of collection of used bin

SPECIFICATIONS AND SCOPE OF FUMIGATION AND ENVIRONMENTAL SERVICES

The service provider will provide professional services at all specified premises and rules governing the provision of professional services and the scope of services will include the following ;

- (a) Submit a comprehensive work schedule on the pest control and fumigation services for the contract period
- (b) Supply all the chemicals , tools , skilled labour and appropriate equipment necessary for the proper execution of pest control services
- (c) Supply chemicals that meet the requirements of relevant government authorities
- (d) Supply chemicals that are least toxic and harmless to the people in the work environment
- (e) Supply a list of the names of the chemicals and insecticides to be used together with some information on the safety and efficacy of these

- (f) Provide a schedule of the staff (and their specific details) to Ketraco prior to every fumigation exercise.
- (g) Use chemicals that are not corrosive or that cause damage to the buildings, equipment and appliances on which they are used
- (h) Not keep chemicals within the work areas – ie bring them in when and if the service is being carried out
- (i) During the execution of work, keep all chemicals properly labeled and safely stored
- (j) Handle any chemicals used very hygienically and ensure no spillage
- (k) Engage the most effective rodent defense mechanism to prevent the intrusion of rodents into assigned areas
- (l) In the unlikely event that a rodent is encountered, take immediate action to ensure full eradication
- (m) Arrange for the most suitable method of disposal of any carcass found in the course of the eradication of pests
- (n) Ensure no exposure for staff by providing guidelines to any staff present on any requirements at the commencement of EVERY fumigation exercise
- (o) Report to Ketraco office before each exercise
- (p) Be accompanied by Ketraco staff at the time of execution of work
- (q) Provide a written report after every service
- (r) Submit a detailed list of baits stations (rodents, cockroaches etc) prevalent in an area within two months of award of contract.
- (s) Quarterly check to ensure all work assigned areas are free of pests and vermin
- (t) Fumigate all assigned areas at least four times a year
- (u) Obtain clearance to proceed with carrying out work
- (v) Provide a trends report analyzing areas where pests are sighted and captured and specify which pests
- (w) Provide reports comparing results found with previous observations to show efficacy of service
- (x) Attend to and treat any major pest sightings by Ketraco staff immediately
- (y) Report any pest related hazards, defects and situations identified within the work areas and suggest appropriate corrective measures for action
- (z) Indicate areas for improvement within the report

Office and Substation grounds

- (a) Plant and replace plants and flowers as necessary where flower beds are available in the substations
- (b) Gardening/weed all flower beds on monthly basis
- (c) prune, trim hedges and maintain cleanliness throughout the year
- (d) Clean stores daily and maintain cleanliness throughout.
- (e) Empty all the dustbins within the substation grounds.
- (f) Collection and disposal of all rubbish, dirt, waste materials or refuse from the substation and dispose of appropriately
- (g) After emptying and disposing of the litter, wash and dry all dustbins.
- (h) Washing of canopies, gutters and all drains
- (i) Parking areas should be swept daily
- (j) Parking areas should be scrubbed
- (k) Ensure that there is no litter and the compound is clean All the time
- (l) Keep grounds well-manicured at all times

- (m) Clear bushes within grounds
- (n) Clear around the fence for security and cleanliness

SPECIFIC SCOPE OF WORK AND FREQUENCY OF ASSIGNMENTS FOR CLEANING SERVICES

- a) ALL PVC tiles, red cement and epoxy screed floors, terrazzo, ceramic and granito, mazeras floors, wooden floors, tiles and concrete floors should be mopped twice a day and scrubbed once a week and should always be kept clean and dry. Polishing, stripping, sanding and buffing should be done weekly. Care should be taken to ensure that machines used do not damage the floors. Ensure no stains and discolouration. ALL daily cleaning of office floors must be done first thing in the morning by 7.00 a.m. using the approved detergent.
- a) ALL carpeted floors should be vacuum cleaned daily and spot cleaned to remove stains and discolouration. Thorough cleaning and shampooing should be done twice a month. Care should be taken to ensure that machines used do not damage the carpets.
- b) ALL walls should be wiped daily with detergents approved by the client to remove all marks and stains upto the ceiling level.
- c) ALL cigarette urns and dustbins should be emptied periodically throughout the day and should always be kept clean.
- d) ALL door mats should be kept clean always.
- e) ALL office furniture, fittings, glass windows, phone headsets and office equipment should be cleaned using approved detergents and disinfectants. Daily cleaning of the office furniture, doors, phone headsets and equipment should be done first thing in the morning by 7.00 a.m.
- f) ALL Lifts call buttons must be cleaned daily using a disinfectant to the manufacturer's specification.
- g) ALL light tube compartment and the air conditioning systems in the lifts and offices must be dust free.
- h) ALL Mirrors inside the lifts must be cleaned with approved detergent.
- i) Any stain and marks in the lifts should be rubbed off with approved detergent.
- j) ALL material and stationery stores should be cleaned damp mopped, dust floor screed, apply polish, and machine buffed with approved detergent daily, shelves and cabinet should always be kept clean and free of dust under the supervision of Ketraco staff.

ALL Equipment, Furniture and Fittings

All desks, chairs and storage units (wooden or metal) should always be cleaned and polished using the appropriate polish and any stains removed.

All Telephone headsets should be wiped, cleaned and disinfected daily. Computers, printers, photocopiers, shredders and typewriters should be dusted and cleaned daily.

All furniture covered with fabric should be shampooed and sanctioned cleaned once a month. Discolouration and stains removed as and when necessary. Excess water should be mechanically sucked and chairs dried in readiness for the next day of business. Care should be taken to ensure that the fabric is not damaged during cleaning. The contractor will be liable for any damage. Plastic Chairs should always be kept clean.

Notice Boards

ALL notice boards with glass sliding doors and metal frames shall be wiped daily. Soft board notice boards should be dusted daily and removal of cobwebs, birds' nests and wasp nests should be done daily.

Company Signage plates Placed in different Locations giving direction to different locations

Should be washed fortnightly using soft brush and appropriate detergents and continuous keep clean

All Bathrooms and Toilets

ALL toilet floors should be wiped and mopped, kept dry and disinfected using approved disinfectants continuously and always kept clean. Scrub, brush and disinfect the inside and outside toilet bowls under the rim, toilet seat, toilet cover and flush both the Asian and English type toilet. For all washrooms place approved air fresheners to curb the foul odour.

Any system failures such as leakages should be reported for prompt repair.

Basins, Sinks and Urinals

Scrubbing with suitable detergent and disinfecting twice daily. Disinfect daily all hand-touch facilities i.e. door handles, wipe mirrors flush and tap handles to be wiped and polished. Removal of marks noticed and reporting of any leakages always.

Walls, Ceiling and Mirrors

- All stains and marks on the walls, and ceilings should be removed using approved spot cleaner.
- Birds, insects, bats droppings, bird's and wasp's nests, cobwebs should always be cleaned and removed.
- Any signs of dampness on the ceiling should be reported promptly to the premises caretaker or Ketraco representative.
- Mirrors including lifts' mirrors should always be wiped and kept clean.

All Kitchens

These should be damp mopped, dust floor screed, scrub, apply polish, and machine buffed with approved detergent daily. They should be kept clean and dry all the time. Dust, clean and wipe all furniture, fittings, electronics and electric appliances using approved detergents. Each Kitchen to be provided with a separate mop and bucket.

Doors and Partitions

- All doors and doors handles must be cleaned and disinfected daily and polished once a week.
- All door hinges should be oiled regularly when need arises. The oil should be supplied and applied by the contractor and should be non-staining.
- All office partitions should be wiped daily.

Provision of Toilet Papers and Fresheners

- Supply moth balls, sanitary blocks, self-dispensing air fresheners, liquid hand washing soap, high quality brilliant white toilet papers and hand tissues throughout the day and refilling them all the time.
- Any faulty soap dispensers and/or hand dryers should be replaced and invoiced separately. Ketraco will require a quotation before replacement.
- Samples of the toilet paper, hand tissue, hand soap and fresheners should be approved by Ketraco

Parking Areas

These must be swept every day early in the morning before cars occupy the parking bays. The parking areas should be cleaned with water whenever possible at least once every two weeks preferably during the weekends. Remove all motor vehicle oil stains.

Corridors, Fire Exits and Staircases

- All corridors and staircases in common areas in office building or any Company premises should always be swept and mopped daily and the floor must be dry. Scrubbing should be done once a week using approved detergent.
- Ceiling should be free of cobwebs.

Security Desk and Reception Areas

- These should be swept, mopped daily and scrubbed once a week and applicable wax/polish applied.
- Chairs and Tables should also be dusted and wiped daily.
- Security Lights and Fire Extinguishers should always be cleaned and wiped all the time under supervision of Ketraco Staff.

Ceilings Windows, Window Panes and Grills

- All ceilings must always be spotless and cobweb free.
- All windows, panes and grills must be cleaned and dusted every day. All efforts should be put to reach all the parts of such windows. Application of sheen on windowpanes as well as thorough cleaning of all windows should be done once a week.

Curtains, Blinds

All curtains and blinds, should be laundered/dry cleaned and pressed once a month or as determined by Ketraco from time to time.

Pavements and Verandahs

Pavements should be swept, thoroughly cleaned daily. Paper and other litter thrown carelessly should be collected and disposed of immediately in accordance with NEMA Regulations.

- All verandahs should be swept and washed daily and kept dry at all times.
- Canopy Roof, tents, pagoda should be washed once a week.
- Drainages and gutters should be free from stagnant water, blockages and debris at all times

Removal of debris from roof tops and gutters and dispose

By use of a ladder and hard brooms ensure all the debris is swept from the roof tops and gutters then dispose the debris and any other foreign matter as per the NEMA regulations.

Restricted Areas

To be cleaned in the presence/supervision of a designated Ketraco employee.

- (a) Server Rooms
- (b) Kitchen
- (c) Registries
- (d) pay office
- (e) Archiving rooms
- (f) Substations
- (g) Control Rooms

- (h) Power Rooms
- (i) Executive Office
- (j) Storage Areas

Garbage Collection and Management

- a. All Dust Bins/Waste Paper Baskets, Shredders bins and Ashtrays must always be emptied and cleaned. Ensure the refuse chute and rubbish collection areas are cleaned as scheduled.
- b. The Contractor to supply dustbin-lining, polythene bags 1000 gauge in all bins at all times.

Servicing of Drainage, Culverts and Sewage system

The Contractor should use appropriate tools and method in unblocking, cleaning and disinfecting the drainages and sewage system. Cases of persistent blockages should be reported to the employer.

Grounds, Paved Areas, Access Pathways and Unpaved Parking

- (a) Plant / replace plants and flowers monthly or as and when necessary
- (b) Gardening all flower beds weekly
- (c) Pruning, trimming hedges and maintaining cleanliness throughout the year
- (d) Clean stores daily and maintain cleanliness throughout.
- (e) Empty all the dustbins within the substation grounds once daily and/or as and when required.
- (f) Collection and disposal of all rubbish, dirt, waste materials or refuse from the substation and dispose of appropriately – daily and/or as and when required.
- (g) After emptying and disposing of the litter, all dustbins and dump sites should be washed and dried- daily and/or as and when required.
- (h) Contractor should supply dustbin lining 500 gauge for the garbage collection throughout
- (i) Washing of canopies, gutters and all drains weekly and/or as and when required.
- (j) Parking areas should be swept daily
- (k) Parking areas should be scrubbed once a week
- (l) Ensure that there is no litter and the compound is clean All the time
- (m) Emptying of dustbins once a day and/or as and when required.
- (n) Keeping grounds well-manicured at all times
- (o) Clearing bushes within grounds Weekly and /or as and when required
- (p) Clearing area around the fence for security Weekly and /or as and when required

SPECIFIC CONSUMABLES PER WORK STATION PER MONTH

Wilson Airport Office, Mwingi, Kieni, Ishiara, Garissa, Nanyuki, Malindi, Garsen, Lamu, Weru, Embakasi, Konza 400/220Kv, Kimuka 220/66Kv, Malaa 220/66kv, Mariakani 220kv, Rumuruti, Soilo, Olkaria 4, Olkaria 1AU, Menengai, Gatundu, Sondu, Ndhiwa, Kegati, Narok, Kabarnet, Bomet, Sotik, Rangala, Sultan Hamud, Githambo, Meru, Isiolo, Rangala, Konza, Machakos, Namanga, Wote, Kitui, Kindaruma, Galu, Ethio- Kenya, Kenya Tanzania Katko Godown

- (a) Multipurpose soap 20L
- (b) Harpic 10L
- (c) Tissues 1 bale
- (d) Hand paper towels 1 bale
- (e) Air wicks 4pcs
- (f) Hand soap 10L
- (g) vim.4pcs
- (h) Disinfectant 5L
- (i) Pledge Furniture spray/polish 2 pieces
- (j) Windowlene – 2 bottles each
- (k) stain remover 5 litres

Apex godown, Isinya 132, Isinya 400Kv, Isinya 220Kv , Suswa HDVC, Suswa 220Kv, Athi River Awendo, Rabai, Mariakani 400/220Kv, Mangu, Loiyangalani, Kibos, Kitale

- (a) Multipurpose soap 20L
- (b) Hand soap 20L
- (c) Tissues 1bale
- (d) Hand paper towels 1bale
- (e) Vim 4pcs
- (f) Disinfectant 5L
- (g) Air wicks 4pcs
- (h) Harpic / stain remover 6 pieces of 1 litre each
- (i) Pledge Furniture spray/polish 2 each
- (j) Windowlene – 2 bottles each
- (k) air freshner 3 pieces each
- (l) stain remover 5 litres

Kawi

- (a) Multipurpose 60L
- (b) Hand soap 30L
- (c) Tissues 30 bales jumbo. 3 bales small size
- (d) Hand paper towels 25 bales
- (e) Harpic 20L
- (f) Disinfectant 10L
- (g) Floor mazeras Polish 20L
- (h) Shampoo 20L
- (i) Striper 20L
- (j) Vim. 20kg
- (k) Number of cleaners required 15 and a Supervisor
- (j) Pledge Furniture spray/polish 24
- (k) Windowlene – 12 pcs
- (l) Airwicks 15 pieces
- (m) Air freshner 12 pieces
- (n) stain remover 20 L
- (o) Leather polish 1 litre

NON CONSUMABLES TO BE PROVIDED

Substations

The following non consumable items should be availed **per worker , per quarter** in the substations, godowns (Katko and Apex) and other offices (Wilson, – Ethio Kenya and Kenya Tanzania) ;

- Hard broom
- Soft broom
- Small dusting bucket
- Mopping bucket
- Mop
- Small towel
- Furniture dusting cloth

The following non consumable items should be availed **per worker** , once in the substations and are to be replenished on need basis;

- Jembe

- Spade
- Slasher
- Rake
- Panga

1 lawn mower will be provided in Isinya substation and 1 in Suswa substation

- Every cleaner should be provided with a set of protective wear which comprises a helmet, a reflective jacket and a pair of safety boots
- Every cleaner should be provided with two sets of uniform

Kawi Offices

The following non consumable items should be availed **per worker** in Kawi offices

- Hard broom
- Soft broom
- Small dusting bucket
- Mopping bucket
- Small towel
- Furniture dusting cloth

- Every cleaner should be provided with **two mops**, to enable distribution to cover all offices, washrooms, basement parking and common areas

- One scrubber and one hooving machine (wet and dry) will be provided at Kawi offices

- Every cleaner should be provided with a set of protective wear which comprises a helmet, a reflective jacket and a pair of safety boots
- Every cleaner should be provided with two sets of uniform

The number of cleaners per station is as follows;

No	Station	Number of cleaners	Number of sanitary bins
<u>1</u>	Wilson Airport Office/ Hangar	1	1
<u>2</u>	Apex godown	2	1
<u>3</u>	Isinya 132/33kv	2	1
<u>4</u>	Isinya Housing compound	6	-
<u>5</u>	Isinya 400Kv	3	1
<u>6</u>	Isinya 220Kv	2	1
<u>7</u>	Suswa HDVC	3	1
<u>8</u>	Suswa 220Kv	2	1
<u>9</u>	Suswa housing compound/office / Gym/Canteen	6	4
<u>10</u>	Athi River	2	1
<u>11</u>	Awendo	2	1
<u>12</u>	Mwingi	1	1
<u>13</u>	Kieni	1	1
<u>14</u>	Ishiara	1	1
<u>15</u>	Garissa	1	1
<u>16</u>	Nanyuki	1	1
<u>17</u>	Malindi	1	1

<u>18</u>	Garsen	1	1
<u>19</u>	Lamu	1	1
<u>20</u>	Rabai,	2	1
<u>21</u>	Weru 132Kv	1	1
<u>22</u>	Embakasi	1	1
<u>23</u>	Konza 400/220Kv	1	1
<u>24</u>	Kimuka 220/66Kv	1	1
<u>25</u>	Malaa 220/66kv	1	1
<u>26</u>	Mariakani 220kv	1	1
<u>27</u>	Mariakani 400/220Kv	2	1
<u>28</u>	Rumuruti	1	1
<u>29</u>	Soilo	1	1
<u>30</u>	Olkaria 4,	1	1
<u>31</u>	Olkaria 1AU	1	1
<u>32</u>	Menengai	1	1
<u>33</u>	Mangu	2	2
<u>34</u>	Gatundu,	1	1
<u>35</u>	Sondu	1	1
<u>36</u>	Ndhiwa	1	1
<u>37</u>	Kegati	1	1
<u>38</u>	Loiyangalani	3	1
<u>39</u>	Kibos	3	1
<u>40</u>	Narok	1	1
<u>41</u>	Kitale	2	1
<u>42</u>	Kabarnet	1	1
<u>43</u>	Bomet	1	1
<u>44</u>	Sotik	1	1
<u>45</u>	Rangala	1	1
<u>46</u>	Sultan Hamud	1	1
<u>47</u>	Githambo	1	1
<u>48</u>	Meru	1	1
<u>49</u>	Isiolo	1	1
<u>50</u>	Rangala	1	1
<u>51</u>	Konza	2	1
<u>52</u>	Machakos	1	1
<u>53</u>	Namanga	1	1
<u>54</u>	Wote	1	1
<u>55</u>	Kitui	1	1
<u>56</u>	Kindaruma	1	1
<u>57</u>	Galu	1	1
<u>58</u>	Ketraco Offices	16	16
<u>59</u>	Katko Godown	1	1
<u>60</u>	Ethio Kenya Offices	1	1
<u>61</u>	Kenya- Tanzania Offices	1	1
<u>62</u>	Suswa Electrode site	2	1
<u>63</u>	Sangoro	1	1

Also indicated above is the number of sanitary bins to be provided and managed per work area

SPECIFIC SCOPE OF WORK AND FREQUENCY OF ASSIGNMENTS FOR SANITARY SERVICES

- (a) Adequate sanitary bins should be provided within the ladies' washrooms.
- (b) Used sanitary bins will be collected twice a month at Kawi offices and once a month in the other offices and substations
- (c) Fresh, clean bins will be provided in exchange of the used bins
- (d) A record will be kept to show the service delivery – signing on collection and replenishment