

TERMS OF REFERENCE

FOR THE APPPOINTMENT OF A SERVICE PROVIDER TO PROVIDE HYGIENE SERVICES, ABLUTION DEEP CLEANING, AND THE SUPPLY AND MAINTENANCE OF INDOOR OFFICE PLANTS IN FOR A PERIOD ENDING 31 MARCH 2030

QUOTATION NUMBER: RFP

CLOSING DATE:

CLOSING TIME: 12:00

1. INTRODUCTION AND BACKGROUND

- 1.1 The Public Service Sector Education and Training Authority (PSETA) intends to appoint a suitably qualified and experienced service provider to provide comprehensive hygiene services, ablution deep cleaning, and the supply and maintenance of indoor office plants at its premises.
- 1.2 The appointment seeks to maintain a hygienic, healthy, safe and aesthetically pleasing working environment for employees, stakeholders and visitors.

2. OBJECTIVES OF THE ASSIGNMENT

- 2.1 The Public Sector Education and Training Authority (PSETA) is seeking to appoint a professional and suitably qualified service provider for the provision of Hygiene services, ablution deep cleaning, and the supply and maintenance of indoor office plants for a period ending 31 March 2030 within the PSETA Offices.
- 2.2 The purpose of this Terms of Reference is to procure the services of a competent service provider responsible for:
- Supplying and installing hygiene equipment in designated ablution facilities.
 - Supplying and delivering hygiene consumables.
 - Providing scheduled deep cleaning of ablution facilities.
 - Providing preventative and corrective pest control.
 - Supplying indoor office plants and specified decorative planters.
 - Maintaining all supplied indoor plants throughout the contract period.
- 2.3 The services must ensure compliance with applicable Occupational Health and Safety requirements and acceptable workplace hygiene standards.

3. SCOPE OF WORK

3.1 ABLUTION FACILITIES

PSETA has three designated ablution areas comprising the following:

Facility	Number of Toilets	Urinals
Female ablution	4	0
Male ablution	2	3
Disabled bathroom	1	0
TOTAL	7	3

The appointed service provider shall be responsible for supplying, installing, maintaining and servicing all hygiene equipment and consumables required for these facilities.

3.2 HYGIENE EQUIPMENT AND DISPENSERS

The following equipment must be supplied and installed:

No.	Equipment Description	Female	Male	Disabled	Total
1	SHE sanitary disposal bins	4	0	1	5
2	Toilet cleaning brushes with holders	4	2	1	7
3	Toilet seat sanitiser dispensers	4	2	1	7
4	Liquid soap dispensers	1	1	1	3
5	Electric hand dryers	1	1	1	3
6	Hand towel dispensers	1	1	1	3
7	Toilet paper holders/dispensers	4	2	1	7
8	General waste dustbins	1	1	1	3
9	Automatic air freshener dispensers	1	1	1	3

10	Urinal hygiene treatment units	0	3	0	3
	TOTAL	21	13	10	44

Note: The above schedule assumes one handwashing station per ablution area. The number and placement of hand dryers, soap dispensers and hand towel dispensers must be verified during the site inspection. Urinal hygiene treatment units are included to provide for all three urinals.

Equipment Requirements

The service provider must ensure that:

- All equipment is supplied and professionally installed.
- Equipment is suitable for commercial use.
- Defective equipment is repaired or replaced promptly.
- SHE bins are serviced weekly or more frequently when required.
- Electric hand dryers are safely installed and maintained.
- Equipment in the disabled bathroom is positioned to support accessibility.
- All dispensers remain operational throughout the contract period.

3.3 HYGIENE CONSUMABLES

The service provider shall supply and deliver hygiene consumables monthly.

The following quantities are proposed for pricing purposes:

No.	Consumable Description	Unit	Estimated Monthly Quantity
1	Toilet paper (2 Ply)	Rolls	84
2	Liquid hand soap	Litres	15
3	Toilet seat sanitiser refills	Litres	10

4	Paper hand towels	Packs	12
5	Automatic air freshener refills	Units	6
6	SHE bins liners	Units	25
7	General waste bin liners	Units	60
8	Urinal hygiene blocks/refills	Units	6
9	Toilet disinfectant	Litres	10
10	General surface disinfectant	Litres	10
11	Toilet cleaning chemicals	Litres	10

The service provider shall:

- Deliver consumables to PSETA monthly.
- Provide delivery notes indicating quantities supplied.
- Ensure compatibility with installed equipment.
- Supply products of acceptable commercial quality.
- Replace defective or damaged products.
- Maintain sufficient stock to avoid interruptions.

Monthly quantities are indicative and must be confirmed against actual consumption.

4. ABLUTION DEEP CLEANING

The service provider shall conduct comprehensive deep cleaning of the female, male and disabled ablution facilities.

4.1 Scope of Deep Cleaning

Deep cleaning shall include:

- Scrubbing and disinfecting all toilet bowls.

- Deep cleaning all three urinals.
- Removing limescale and stubborn stains.
- Cleaning and sanitising toilet seats, lids and flush mechanisms.
- Cleaning wall and floor tiles.
- Scrubbing tile grout.
- Cleaning washbasins and taps (3 female, 3 Male and 1 disable = Total 7 basins)
- Cleaning mirrors and accessible glass surfaces.
- Disinfecting doors, handles and frequently touched surfaces.
- Cleaning floor drains and removing unpleasant odours.
- Cleaning external surfaces of dispensers and hygiene equipment.
- Applying appropriate disinfectants and deodorising treatments.

4.2 Deep Cleaning Frequency

Facility	Frequency
Female ablution	Twice Monthly
Male ablution, including urinals	Twice Monthly
Disabled bathroom	Twice Monthly

The actual number of sessions shall be calculated from the commencement date to the confirmed contract end date.

The service provider must supply all necessary cleaning chemicals, equipment, labour and protective materials.

5. DISPOSAL OF SHE PACKETS ON SHE BINS (WEEKLY)

6. SUPPLY AND MAINTENANCE OF OFFICE PLANTS

PSETA requires the supply, delivery and installation of twelve (12) indoor office plants, including decorative planters.

6.1 Plant Supply Specifications

No.	Description	Quantity	Area	Pot/Planter Specification
1	Madagascar Dragon Tree	2	Reception	850–1200 mm high, 400–500 mm wide; lime green with silver stripe; square-shaped
2	Sansevieria Gold Mini	1	Reception	180–200 mm pot size, 150 mm high; silver
3	Asplenium nidus	1	Reception	180–200 mm high, 130–150 mm wide; silver
4	Dracaena Massangeana Cane Plant	2	CEO Office	850–1200 mm high, 400–500 mm wide; silver, square-shaped
5	Dracaena Warnekii	2	CFO Office	850–1200 mm high, 400–500 mm wide; silver, square-shaped
6	Dracaena Warnekii	2	CSE Office	850–1200 mm high, 400–500 mm wide; silver, square-shaped
7	Dracaena Massangeana Cane Plant	2	COO Office	850–1200 mm high, 400–500 mm wide; silver, square-shaped
	TOTAL	12		

All plants must be healthy and suitable for indoor office environments.

6.2 Plant Maintenance

The service provider shall be responsible for:

- Regular watering.
- Cleaning and dusting of leaves.
- Pruning and removal of dead foliage.
- Fertilisation.
- Pest and disease management.
- Cleaning and maintenance of decorative planters.
- Monitoring plant health.
- Replacing dead or unhealthy plants resulting from inadequate supplier maintenance.

6.3 Maintenance Frequency

Activity	Frequency
Supply and installation	Once-off
Watering and general care	Weekly or according to plant requirements
Plant inspection	Monthly
Pruning and fertilisation	As required
Plant replacement	As required under agreed contract conditions
Maintenance reporting	Monthly

7. TIME FRAME

The contract will run from the date of appointment until 31 March 2030.

8. COSTING

A cost analysis must be given to cover the full project amount. The proposed project pricing must be all-inclusive (i.e. including professional fees, venue hire, travel expenses, disbursements and VAT). The PSETA may require a breakdown of rates on any of the items priced and service providers are required to provide same. Incidental costs shall be in line with the National Treasury Instruction Note 1 of 2013/14. Expenditure incurred without the prior approval of the organisation will not be reimbursed. PSETA reserves the right to negotiate the selection/prioritisation of deliverables in line with the contract price.

9. PROPOSAL EVALUATION AND APPOINTMENT OF SERVICE PROVIDER

Proposals will be evaluated in accordance with the 80/20 preference point system, with 80 points allocated for price and 20 points allocated for specific goals, provided that the minimum requirements are met.

The evaluation will be based on:

Phase 1: Functionality Evaluation	
Phase 2: Preferential Point System	Points

Price		80
Special goals		20
Black owned company Bidder who has 51% to 100% black people ownership	8	
Women Bidder who has 51% to 100% women ownership	4	
Youth Bidder who has 51% to 100% youth ownership	5	
Disability Bidder who has 51% to 100% disability ownership	3	
Total		100

10. FORMAT OF THE BID SUBMISSION

- a. Proposal/Quotations must be submitted electronically.
- b. Submission of all applicable documents as indicated below:
 - Company profile
 - Track record and experience
 - Certified copy of doctor's certification with medical practice number to claim points for disability as per SBD 6.1. To claim points on disability, the bidder must provide proof of disability (Medical report/ letter from authorised body/doctor as evidence)
 - Certified copies of the director's ID's document
 - Certified copy of BB-BEE certificate or affidavit
 - Valid Tax compliance status (TCS) PIN or proof of exemption from SARS.
 - Copy of the registration document of the organisation (CIPC).
 - Copy of the Central Supplier Database registration.

11. IMPORTANT MANDATORY INFORMATION FOR BIDDERS

- a. All Standard Bidding documents (SBD) must be completed and signed.

- SBD 1 (All sections must be fully completed)
- SBD 4 (All sections must be fully completed)
- SBD 6.1 (All sections must be fully completed)
- Proof of registration on Central Supplier Database.
- General Conditions of Contract (All pages must be signed or initialled)
- Three Reference letters indicating full details of organisations delivered similar services

NB: Please note that failure to submit documents requested on section 11 will render the proposal disqualified.

Bid applications must be submitted to:

Ms Lungile Mokoena

email on lungilem@pseta.org.za

Please direct all queries to **Ms Lungile Mokoena** via email on lungilem@pseta.org.za



20 October 2026