



TERMS OF REFERENCE

DEPARTMENT OF INTERNATIONAL RELATIONS AND CO-OPERATION

Represented by

**THE SOUTH AFRICAN EMBASSY
ABIDJAN, COTE D'IVOIRE**

**APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF
GARDENING AND CLEANING SERVICES FOR THE SOUTH AFRICAN EMBASSY
IN ABIDJAN, COTE D'IVOIRE FOR A PERIOD OF THREE (03 YEARS)**

1. PURPOSE

To request quotations for the provision of Gardening Services for both Chancery and Official Residence; Cleaning services for the Chancery only for a period of three (03) years.

2. BACKGROUND

The South African Embassy, situated at Avenue Jacques Aka, Rue Monseigneur Rene Kouassi-Cocody, 08 BP 1806 Abidjan 08- Cote d'Ivoire, invites suitable Service Providers to render the following services in particular:

- a) Cleaning Services at the Chancery; and
- b) Gardening Services for both the Chancery and the Official Residence.

Cleaning and Gardening services at the South African Embassy are required on daily basis to ensure cleanliness, for both the interior and the external environment of its Chancery and the Official Residence.

3. SPECIFICATIONS

Contract period: 01 April 2022 – 31 December 2024

Duration: Three (03) years

Prospective Service Providers must provide pricing inclusive of the following: Cleaning and Gardening related services that may be required by the Embassy:

- Two (2) uniformed, Cleaners during the day for five (5) days a week (Chancery)
 - One (1) uniformed Gardener –five (5) a week (Chancery)
 - One (1) uniformed Gardener –five (5) a week (Official Residence)
- a) Cleaning shall entail the following duties:
Dust furniture, equipment, partitions, walls, sweeping, mopping, polishing floors etc. Clean and disinfect sinks, countertops, floors, toilet, mirrors, tables, chairs, refrigerators, microwaves, etc. in restrooms, break rooms and/or kitchenettes. Replenish supplies in restrooms, break rooms and kitchen.
 - b) Gardening shall entail weeding and weed control, planting, pruning and watering as well as the general maintenance and appearance of the grounds, gardens and buildings.

Cleaning Services to be provided for:

Location	Services offered
I. Chancery	<p><u>Ground floor comprised of</u></p> <ul style="list-style-type: none"> a) Kitchen b) drivers office c) all toilets d) store room e) stationery room f) accountant office g) 3rd sec office h) CSM office i) boardroom j) reception area k) Counsellor Political Office l) Defence Attaché office m) Defence attaché Secretary n) 1st Sec Political o) consular admin Office <p><u>1st floor</u></p> <ul style="list-style-type: none"> a) Ambassador's office b) Bathroom and toilet c) Office next to Coms room d) Social Sec office e) Toilet and small kitchenette f) Translator's office g) 1st sec Political h) Counsellor Political i) Library j) Toilet k) Kitchenette

Gardening Services to be provided for:

Location	Services required include the following
II. Chancery and Official Residence	<ul style="list-style-type: none"> • In charge of grass cutting, emptying bins, weed control and leaf raking. <ul style="list-style-type: none"> ▪ Planting new trees, flowers and various plants. ▪ Maintenance of plant tub baskets. ▪ Seeding plants and watering them at the correct times. ▪ Clearing rubbish and litter away from the garden and grounds. ▪ Producing various designs and layouts of garden landscapes. ▪ Deciding on which seeds to plant and which locations. ▪ Ensuring a clean safe working environment for everyone working in the garden. <ul style="list-style-type: none"> ▪ Must perform pest control and insecticides

Work schedule to be as follows:

a) Cleaners

- Monday to Thursday: 8:00 am to 16:00 pm
- Fridays : 8:00 am to 13:30 pm

NB: Cleaners may be expected to work flexible if deemed necessary.

b) Gardeners

- Monday to Thursday: 8:00 am to 16:00 pm
- Fridays: 8:00 am to 13:30 pm

c) Personnel Minimum Requirements

- Must be 18 years of age and above.
- Must be medically and psychologically fit.
- Must have no criminal record.
- Must provide a police clearance
- Must have uniform
- Must have identity cards
- They must meet highest hygienic standards

The RSA Embassy and the Service Provider will jointly agree to a Service Level Agreement (SLA). The Service Level Agreement will provide a guideline within which, the various components of the required service deliverables will be defined and measured. The SLA serves to inform both parties of the level of service that would be expected.

4. COST ESTIMATES

- The prospective Service Provider must provide **Monthly Rates**, for all the services listed in paragraph 3 above.
- The quotation proposal must be valid for a period of six (6) months from date of submission.

5. EVALUATION CRITERIA TO BE USED / TERMS OF CONDITIONS

5.1 RESPONSIVE CRITERIA

The minimum requirements that must be met by prospective bidder in order to pass to the next stage of evaluation process.

- Service Provider must be a registered company in Abidjan.

5.2 FUNCTIONALITY CRITERIA

A Service Provider that scores less than sixty (60%) in respect of “functionality” will be regarded as submitting a non-responsive bid and will be disqualified.

For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance with the criteria listed below:

Criteria	Weight
<p>Capacity to deliver: the following aspects will be inspected in order to establish whether a prospective service provider has the capacity to deliver the required service.</p>	
<ul style="list-style-type: none"> • Proof of at least three (3) years full time company experience, in the provision of both cleaning and gardening, and has provided the service to a Diplomatic Mission, Banks or any Local or International Organisations. 1yrs = 3 points 2yrs = 4 points 3yrs = 5 points 	60
<ul style="list-style-type: none"> • Supply two (2) contactable references. 2 references = 3 points 3 references = 4 points 4 references = 5 points 	40
<p>TOTAL POINTS FOR CAPACITY TO DELIVER THE REQUIRED SERVICES</p>	100

6. CHANGE OF TERMS OF REFERENCE

Change of the TOR may only be made through mutual agreement and must be in writing.

7. FEES AND PAYMENT SCHEDULE

- a. All prices quoted must be stated in the CFA.
- b. Payment will be effected on a monthly basis for the duration of the contract.

8. CONTACT PERSON AND SUBMISSIONS

Enquiries pertaining to this request can be made to Ms G. E. Motau at [motaug@dirco.gov.za/](mailto:motaug@dirco.gov.za) mobile number +225 05 76 71 27 69 Ms E. M. Nkwane NkwaneEM@dirco.gov.za mobile number +225 05 46 86 55 79.

Closing Date: 11 February 2022. No late submissions shall be accepted

Project proposals must be submitted in a sealed envelope, marked as confidential and for the attention of Ms G. E. Motau. It must be posted or hand delivered to the following Address: South African Embassy: Abidjan, situated at Avenue Jacques Aka, Rue Monseigneur Rene Kouassi- Cocody, 08 BP 1806 Abidjan 08.