



## **TERMS OF REFERENCE**

**THE SOUTH AFRICAN HIGH COMMISSION  
KAMPALA, UGANDA**

**APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE HYGIENE SERVICES AT THE  
SOUTH AFRICAN HIGH COMMISSION IN UGANDA FOR A PERIOD OF 2 YEARS  
(as of the commence of the contract)**

## **1. PURPOSE**

The purpose of this Terms of Reference (TOR) is to invite service provider to provide hygiene services at the South African High Commission in Uganda for a period of two (2) years (as of the commence of the contract).

## **2. BACKGROUND / PROJECT BRIEF**

The High Commission in Uganda intends to outsource the supply, delivery, installation, and maintenance of hygiene services to external service providers.

Qualified and interested service providers in Kampala, specialising in providing hygiene services are invited to submit their proposals to the South African High Commission.

## **3. SPECIFICATIONS**

Contract period: 1 June 2025 – 31 May 2027

Duration: Two (2) years (as of the commence of the contract)

### **3.1 Provision of the following services/items:**

- 3.1.1 Supply, deliver, install, and commission of hygiene services, which include installation of hygiene equipment;
- 3.1.2 Supply and replenishment of hygiene service consumables;
- 3.1.3 Supply and replenishment of hygiene service consumables;
- 3.1.4 All equipment is to be kept safe and in good working condition at all times and must comply with all health and safety regulations in Uganda.
- 3.1.5 Any faulty equipment to be replaced/maintained at the service provider's cost in the event of mechanical breakdown/malfunction; and
- 3.1.6 The equipment will be installed in various locations within the South African High Commission.

### **3.2 Automatic / No Touch Sanitary Bins X4 (Female Bathroom)**

- For Hygiene disposal of non-flushable waste material.
- A safe, discreet, easy to use, and hygiene sanitary disposal solution.
- Sanitary bins must have self-opening and closing tight fitting lids with trap doors, with OneTouch opening/closing mechanism.
- Bins are treated with UNBS tested chemicals which combats the unpleasant odours inside sanitary bins.
- Service provider to supply /refill fragranced sachet, which combats the unpleasant odours inside sanitary bins.
- 15 - day service cycle, per bin per month is required.
- Clean and disinfect the bins and replace the bin liner and disinfecting agent used to kill bacteria.
- The service provider must remove the waste from the South African High Commission premises in a friendly manner.
- Size: 17 Litres or Equivalent; and
- Colour: White / Gray

#### 4. COST ESTIMATES OR PRICING OF QUOTATIONS.

4.1 Service providers are required to submit quotations based on the following hygiene services, required by the South African High Commission, as outlined in the table below, as follows:

Qty	Item Description	Unit Price	Frequency/number of times per month
4	Automatic / No-Touch sanitary Bins + every two weeks service +SHE tablets: 7-day service cycle		Weekly
	<b>TOTAL (per month) Services are rendered monthly</b>		
	<b>18% VAT</b>		
	<b>GRAND TOTAL (VAT INCLUSIVE)</b>		

#### # NB: Consider price escalations

	Price for 12 Months	Price for 24
<b>Consumables Price:</b>	UGX	UGX
<b>VAT:</b>	UGX	UGX
<b>Equipment Price:</b>	UGX	UGX
<b>VAT:</b>	UGX	UGX
<b>Grand Total</b>	UGX	UGX

**NB: Bidders are required to complete the above pricing table in full for comparative purposes and the service fees per transaction quoted in the proposals should be valid for a period of three (3) months from date of submission.**

#### 4.2 Images of hygiene equipment

- . Sanitary bin with pedal



#### **4.3 Detailed Methodology**

- A detailed methodology should be provided on how the hygiene services will be done including the disposal of waste, where applicable as guided by health regulations of the host country.
- The appointed service provider should provide a certificate, where applicable/required once the service has been conducted.

#### **4.4 Additional Notes**

- Hygiene materials and chemicals shall not pose a health risk to personnel or clients and shall be cost-effective.
- All products supplied must be environment friendly

### **5. EVALUATION CRITERIA TO BE USED / TERMS OF CONDITIONS**

5.1. The selection process will be evaluated in two (2) phases, as follows:

- Phase 1: Responsive criteria (or Administrative Compliance)
- Phase 2: Price

#### **5.1.1. Phase 1: Responsive criteria / Administrative compliance**

The minimum requirements that must be met by prospective bidders in order pass to the next stage of evaluation process are as follows:

- must be a registered Service provider specialising in providing hygiene services in Uganda (country of accreditation).
- At least 3 years' experience in the hygiene service, proof must be submitted in a form of company profile indicating the number of years the company has been in business.
- Membership / affiliation with international and domestic professional and regulatory bodies within the hygiene services (proof to be submitted).

#### **5.1.2. Phase 2: Price evaluation**

- All service providers who complied with all the administrative compliance will be evaluated on price based on the service fees per transaction as per the table in paragraph 4.1. above.

### **6. GENERAL CONDITIONS**

- The High Commission will not be held responsible for any costs incurred by bidders in the preparation and submission of quotations.
- The High Commission shall not be held liable for any additional costs not stipulated or agreed to after the parties have concluded an agreement.
- The quotations received will be evaluated by the Mission Standing Committee.
- The High Commission is not obliged to select any of the bidder's submitting quotations.
- The proposals must be properly submitted on or before the closing date and time specified on the invitation.
- The High Commission and the appointed Service Provider will jointly agree to a Service Level Agreement (SLA).
- The High Commission reserves the right to terminate or not to enter any contract thereof.

## 7. VALIDITY OF QUOTATIONS

- Quotations submitted should be valid for a period of at least three (3) months after the closing date.

## 8. FEES AND PAYMENT SCHEDULE

- All prices quoted must be stated in the local currency of the host country (UGX)
- Payment terms for the services for the duration of the contract will be agreed between the High Commission and the appointed Service Provider.

## 9. CONTACT PERSON AND SUBMISSION OF QUOTATIONS

Enquiries pertaining to this request can be made to Mr Gurshen Booyesen at email [Booyeseng@dirco.gov.za](mailto:Booyeseng@dirco.gov.za) or (Ms Khomotso Mpya) at email [Mpyak@dirco.gov.za](mailto:Mpyak@dirco.gov.za) or [Kampala.sahc@dirco.gov.za](mailto:Kampala.sahc@dirco.gov.za)

Quotations should be delivered to Mr GG Booyesen or Ms K Mpya on or before **Friday, 30 May 2025 at 12H00 (Midday)**. No late submissions shall be accepted.

## 10. DELIVERIES AND INVOICES

Official	Designation	Contact details
Mr GG Booyesen	Corporate Services Manager	<p><u>Address:</u> South African High Commission Plot 15<sup>a</sup> Nakasero Road Kampala Uganda</p> <p>Mobile: 0774 355 362 / 0775 824 550 E-mail: <a href="mailto:Kampala.sahc@dirco.gov.za">Kampala.sahc@dirco.gov.za</a> <a href="mailto:Booyeseng@dirco.gov.za">Booyeseng@dirco.gov.za</a> <a href="mailto:Mpyak@dirco.gov.za">/Mpyak@dirco.gov.za/</a></p>