

TERMS OF REFERENCE:

**RENDERING OF COMPREHENSIVE HYGIENE SERVICES FOR PERIOD OF 12MONTHS.
(Estimated start date 1 April 2026)**

1. Background of the HSRC

The Human Sciences Research Council (HSRC) is a research organisation that advances social sciences and humanities for public use. The HSRC subscribes to the values of good governance, accountable public administration and sound management of the resources as reflected in the Public Financial Management Act of 1999 (PFMA as amended by Act 29 of 1999) and other laws and regulations applicable to public administration.

Established in 1968 as South Africa's statutory research agency and has grown to become the largest dedicated research institute in the social sciences and humanities on the African continent, doing cutting-edge public research in areas that are crucial to development.

Our mandate is to inform the effective formulation and monitoring of government policy; to evaluate policy implementation; to stimulate public debate through the effective dissemination of research-based data and fact-based research results; to foster research collaboration; and to help build research capacity and infrastructure for the human sciences.

2. Needs analysis of a service provider for comprehensive hygiene solution

The HSRC wishes to appoint experienced service providers with an established satisfactory record to provide a Comprehensive Hygiene Solution to the HSRC offices in Pretoria CBD (GP) and Sweetwaters-Pietermaritzburg offices.

3. SCOPE OF WORK

Please see table 1 for equipment and services required

The HSRC offices require the following dispensers/service per region:

Table 1

Pretoria	Sweetwaters
<u>Equipment rental</u>	<u>Equipment rental</u>
Microbust Airfreshner Dispenser Sanitary Bins 18L Sanitary Bin - Pedal Operated	Microbust Airfreshner Dispenser Sanitary bins 18L Sanitary Bin - Pedal Operated
400ml Auto Sanitiser Dispenser (urinals only) 20L Wall Bin (one piece) Lever Paper Towel Dispenser 400ml Seat Sanitiser Dispenser 1000ml Clearvu Soap Dispenser	400ml Auto Sanitiser Dispenser (urinals only) 20L Wall Bin (one piece) Lever Paper Towel Dispenser 400ml Seat Sanitiser Dispenser 1000ml Clearvu Soap Dispenser TR3 Toilet Roll Holder
<u>Services</u>	
Deep Cleaning and disinfecting treatments of all basins, toilets, urinals, once a month including ad hoc services	Deep Cleaning and disinfecting treatments of all basins, toilets, urinals once a month including ad hoc services Mat collection and delivery twice a month
Collection and disposal of sanitary bin liners once a week	Collection and disposal of sanitary bin liners once a week

4. Mandatory Requirements

- Company Profile
- Valid Hazardous Waste Disposal Certificate must be submitted.
- Service provider need to have presence in Gauteng and KZN (please provider proof of company office locations in Gauteng and KZN)e.g. municipality rates and taxes not older than 3 months.
- Valid COIDA certificate in the name of the bidder.
- Mandatory site visit - register will be signed by service providers on the day.
- Client base must be in the corporate sector, please list your current/active 3 clients with contact details
- The service provider must be HACCP compliant- submit a valid proof.

Bidders to ensure that all above documents are submitted, failing which will result in immediate disqualification.

Number bathrooms and Urinals- Pretoria

	Urinals	Bathrooms	Basins
10 floor	2	7	7
11 floor	2	7	7
12 floor	2	7	7
13 floor	2	7	7
14 floor	2	11	11
1 st floor IT	3	6	5
1 st floor VCC	3	6	6
Library Ground Floor	3	6	6

Groundfloor Conference centre	5	10	10
Bassement A	2		3
Basement B	1		1
Basement C		1	2
1 st floor Gym	2		

Sweetwaters

Urinals -	Toilet seats -	basins
3	13	14

Table 2
Unit costing

Consumable compatible with dispensers above	Price (unit cost in Rands)
1. Airfreshners (75g-12/box	
2. SHE packets 200/pack	
3. Seat sanitises -400ml foam 12/box	
Seat Sanitisers-400 spray 12/box	
4. SHE bin liners-standard size 20/pack	
5. White liquid soap 5lt	
6. Auto sanitizer for urinals-300ml 12/box	
Auto sanitiser for urinals-600ml 12/box	
7. Single ply toilet paper rolls	
Total for consumables	

The pricing must be VAT inclusive, the total price will be regarded as a final price

Total price for equipment rental VAT included=R_____ for 12 months

5.EVALUATION CRITERIA

Preference Points System: 80/20 (Price: 80 and Specific Goals: 20 = 100)

FUNCTIONALITY	Weight
1. Experience and track record: Demonstrate experience in specialist field, hygiene services in corporate sector <ul style="list-style-type: none"> • Less than 2 years' experience =0 points • 2-3 years' experience =10 points • 4 years and more=15 points 	15
<ul style="list-style-type: none"> • Provide a list of three (3) contactable (name of company, contact person, addresses, email addresses, telephone/cell numbers) references, with reference letters with similar service with other organisations (Reference letters should be dated and signed and on clients letterhead) • 0 reference letter=0 point • 1 reference letter= 5 points • 2 reference letters = 10 points • 3 reference letters = 15 points 	15

FUNCTIONALITY	Weight
<p>2. Capacity</p> <p>2.1 Personnel and the ability to supply and install all equipment required for all HSRC offices. (Provide staff compliment and brief resume of personnel who will be dedicated to the HSRC with minimum of 3 years combined experience in bathroom consumable replenishment and installation of hygiene rental equipment).</p> <ul style="list-style-type: none"> • 0 resume =0 points • 1 resume =05 points • 2 resume =10 points <p>2.2 Provide proof of resources (vehicles, storage, etc.) Submit proof of registration documents, bank guaranteed letter or lease documents.</p> <ul style="list-style-type: none"> • 0 proof of vehicle and storage=0 points • 1 proof of vehicle and storage =05 points • 2 proof of vehicle and storage =10 points 	30
<p>2.3. Demonstrate the ability to supply and replenish consumables within 5 working days.</p> <ul style="list-style-type: none"> • 6 days and more Turn Around time =0 points • 5 days turn Around time=5 points • Less than 5 days=10 points 	
<p>3. Process Outline</p> <p>Demonstrate the following: Outline of a detailed 30-day plan from when the contract is awarded including turnaround time.</p> <ul style="list-style-type: none"> • Poor – (1-5) • Fair – (6-10) • Good – (11-15) • Excellent – (16-20) 	20
<p>4. Contingency plan</p> <p>4.1 Risk Management Plan with regard to resources, transport, etc. contingency plan should address issues of non-delivery due to unrests, disasters etc.</p> <ul style="list-style-type: none"> • Poor – (1-2) • Fair – (3-5) • Good – (6-8) • Excellent – (9-10points) <p>4.2 Quality control and procedures that will be used in Hygiene services. . Comprehensive, structured approach designed to ensure consistent cleanliness, disinfection, and safety across all areas, often verified through regular inspections, audits, and staff training</p> <ul style="list-style-type: none"> • Poor – (1-2) • Fair – (3-5) • Good – (6-8) • Excellent – (9-10) 	20
TOTAL	100

NB: Bidders who fail to obtain a minimum threshold of 75% on functionality will not be considered for further evaluation.

6. IMPLEMENTATION

The service will be rendered as and when the HSRC require the service and a Service Level Agreement will be signed with the successful service provider for a period of three (3) years.

Service providers who sub-contract should note that the HSRC will only have a contract with the winning bidder and not the subcontractor. All payments, communication will be between the HSRC and the winning service provider(s).

7. CLOSING OF PROPOSALS

The closing date for the submission of the proposals is on 24 March 2026 by end of business , proposals to be submitted via email: znkosi@hsrc.ac.za

Mandatory site visit-register will be Tuesday, 17 March 2026 at 11am at HSRC Building 134 Pretorius Street Pretoria

8. ENQUIRIES

Enquiries: Technical enquiries

Frank Ragedi

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9. SCM Documents required

Proposal

- Quotation & Evidence of mandatory requirements
- Completed & Signed SBD4 & SBD 6.1
- Valid BBBEE certificate Affidavit
- CSD Report
- Tax certificate