

Description of the Goods and Services Required (TOR/SOW)

Background

UNICEF works in some of the world's toughest places, to reach the world's most disadvantaged children. To save their lives. To defend their rights. To help them fulfil their potential across 190 countries and territories, we work FOR EVERY CHILD, everywhere, every day, to build a better world for everyone.

UNICEF in South Africa intends to establish a Long-Term Agreement (LTA) for Cleaning Services of their Offices in Brooklyn, Pretoria. The agreement will also be open to use by other United Nations Offices in South Africa, based in Pretoria and Johannesburg, as and when they require the services as outlined in the LTA. The main objective of this Long-Term Agreement (LTA) is to provide Cleaning and Office Hygiene Services to UNICEF South Africa at their Pretoria building for a duration of three-years, with an option to extend for two years subject to agreement and satisfactory performance.

The contractor will have to provide the following services:

Great importance is placed upon timely and quality services ensuring minimal disruption to UNICEF's and UN agencies business operations. Accordingly, the service providers' team must be qualified, experienced, highly reputable, ethical and committed.

Guarantees of workmanship, quality materials, environmental awareness, and compliance as well as legislative compliance with all applicable South African laws including labor laws and safety is mandatory in carrying out the services.

Scope of work for Cleaning Services:

AT UNICEF OFFICE (PRETORIA) 209 Waterkloof Road, Brooklyn, Pretoria

- 47 Offices including 3 boardrooms but exclusive of bathrooms upstairs and downstairs (Approx 1400 sqm)

Detailed Scope of Work:

SERVICES

- a. Must provide Corporate Cleaning services
- b. Must provide cleaning equipment, chemicals, and materials
- c. Must provide Deep-cleaning of ablution facilities- all toilets and showers monthly
- d. Must provide Deep cleaning of carpets twice a year
- e. Must provide Deep cleaning of upholstered furniture as and when required
- f. Must provide Canteen grease-trap cleaning at UNICEF Offices
- g. Must provide a Professional and certified deep cleaning of UNICEF Offices whenever required

- h. Covid related decontamination/fogging, physical sanitization and wiping down of areas after a Covid case as and when required.
- i. Must maintain weekly report from on-site cleaning supervisor to ensure all cleaning takes place according to the contract and clients are satisfied. Highlight any issues.
- j. Must provide Monthly spot checks by site manager from cleaning company
- k. Must provide proof of regular training updates for cleaning staff.

WORKING HOURS

Working days and times:

- Mondays to Thursdays: 06h30 to 15h30.
- Friday: 06h30 to 14:30
- It is acceptable for part of the team to arrange flexible working times as long as it is communicated and approved by both parties.
- Staff will be expected to observe UN holidays which will be communicated to the cleaning company each year.

STAFFING REQUIREMENTS

- For UNICEF at Pretoria - 2 x Cleaners
 - a. All equipment must be of acceptable quality, compliant with relevant legislation, meet South African cleaning and facilities industry standards and where required be South African Bureau of Standards (SABS) approved.
 - b. Each service area must be allocated sufficient equipment per floor.
 - c. UNICEF, and other UN Agencies, must inspect the condition and compliance of the following cleaning equipment that is needed before the contract starts and during the contract:
 - Energy-efficient vacuum cleaners for weekly vacuum cleaning.
 - Industrial Carpet washers/deep-cleaning machines. (Not to be kept on site-these are for the twice-yearly carpet cleaning).
 - A drying system to be included with the carpet deep-cleaning.
 - Single disc machine for cleaning tiled areas. v.Brooms.
 - Manual Push Sweepers or similar required for basement. vii. Commercial Pulse Mops.
 - Janitorial Workstations / Buckets.
 - Toilet Brushes and containers. (Replaced as required)
 - Ladders (Short step ladders 2-3 step).
 - Window cleaning systems for inside windows only. (e.g. Vice versa)
 - Wet floor and any other cautionary signs.

PERSONAL AND PROTECTIVE EQUIPMENT (PPE)

- Cleaners must wear gloves and use clean cloths and appropriate chemicals when cleaning all areas including workspaces.
- Cloths used must be appropriately colour-coded in line with industry practice, as may be required to avoid any cross-contamination i.e., for the cleaning of bathrooms, kitchens and general areas.
- Gloves and cloths should be replaced frequently.
- Example of colour coding follows; however, Contractor may share their own system providing the objective of uniformity and avoiding any cross contamination is adhered to.
- Red for bathroom floors, toilets, and urinals (high risk/cross-infection areas)
- Yellow for gym, washbasins, sinks and other surfaces
- Blue for lower-risk areas such as workstations and equipment
- Green for kitchen and food storage areas including Pause Areas and Canteen

DESCRIPTION OF CLEANING TASKS AND ACTIVITIES

- A schedule of cleaning tasks detailing the frequency of the service performed must be maintained and filed (i.e., Daily-signed bathroom and gym cleaning schedule).

Guide to frequency of cleaning

- Daily refers to minimum of performance once a day unless stipulated to be more regularly in a day ii. Weekly refers to minimum of once a week (when there is a holiday on stipulated day of the week,

- supervisor would ensure service occurs on another day) iii. Bi-weekly refers to twice a week iv. Monthly refers to minimum of once a month/Bi-Monthly refers to twice a month
- Annually refers to minimum of once a year/Bi-Annually refers to twice a year.

Contractor must adhere to the following cleaning requirements:

No	Required	Cleaning Service Description	Frequency
1.	Dusting	Must use a soft micro-fibre cloth (dampened if necessary) or a duster, which is recommended specifically for this purpose and minimizes the concentration of dust: • All contents including ornaments and furniture of each room/workstation All surfaces and partitions • Drawer and cupboard handles • Desk and all items on it including monitors, keyboards and phones • All artwork and frames • Wooden panels and partitions • Windowsills • High and low ledges and shelves • Accessible light fittings that can be safely dusted	Daily

2.	Blinds	Dust blinds	Daily
		Damp-clean with material suitable for the blinds	Monthly
3.	Doors	- Remove all dirt spots on wooden and aluminum doors - Wash all glass doors (inside and outside) with a degreasing agent and equipment that will	Daily and spot clean as required

		not scratch the surface Polish doorknobs and handles with a roved metal polish where applicable	
4.	Elevators	Clean all elevators inside and outside with degreasing agent using a cloth that will not scratch the surface as required Spot clean high touch surfaces every 2-3 hours (like lift buttons)	Daily Daily - every two to three hours

5.	Furniture	- Polish all wooden furniture with appropriate polish. Such polish should not be greasy and should not come off on anything it meets after application. Remove all dirty spots from glass tops, desks, and other furniture such as bookshelves Damp-clean leather/imitation leather furniture - Wipe telephones with a damp cloth using a suitable disinfectant - Vacuum fabric-upholstered furniture	Weekly
6.	Staircase	Deep clean fabric upholstered furniture (Single Office Chairs, Single Couch and Double Couch)	Annually or as required
		- Wipe stairs with mop - Use appropriate surface, skin and environmentally friendly polish and disinfectant handrails Clean all visible marks	Daily and spot clean
		Stair balustrade and handrails must be cleaned with disinfectant	Daily: every 2-3 hours
7	Floors	Fire escape staircases to be cleaned	Monthly

7.1 Tiles/Vinyl	- Sweep, mop and polish all floors to maintain clean high gloss, using appropriate, non-slip, non-scratch, surface and environmentally friendly chemicals. Should entry to offices or high traffic make it difficult, this should be done before office hours - Appropriate neat signage to be used for safety warnings such as wet floors - Any stains and stubborn marks to be cleaned using appropriate non-abrasive chemicals	Daily
7.2 Wood Laminate	Wood laminate and similar floors to be carefully cleaned and maintained to ensure floor is not damaged by too much moisture. Any chemicals used must be tested and confirmed suitable.	Daily
8. Carpets (Wall to wall and wall & loose)	Thorough vacuuming of all carpets	Weekly
	High Traffic Areas - Passages and Conference Rooms	Daily
	- Clean spots or stains on carpets immediately. - Use only fabric-friendly agents that will not	Daily / and spot clean as required

		cause damage or discoloration.	
		• Deep cleaning of Carpets • Empty all waste bins in offices, kitchens, bathrooms, nurse's room, security container and general areas • All rubbish bins should be cleaned and wiped with disinfectants. • Sufficient bin liners need to be provided and replaced as required for bins in kitchens • Empties recycle bins content into dedicated bins separating at source working hand in hand with the Waste Management service provider • The contents of waste bins and other office rubbish should be removed neatly in bags and deposited to the collection points.	Bi-Annually
9.	Rubbish Removal and Recycling		Twice Daily and spot clean as required
	Kitchens Includes Basement/ Security/Canteen	• Kitchen floors to be mopped and disinfected • Counter tops to be wiped clean and disinfected • Cupboards to be cleaned inside and outside weekly to avoid est infestation	Twice Daily and spot clean as required
10.			Weekly

11.	Toilets & Bathrooms	Fridges in common kitchens are to be wiped down (externally) and any expired foods/smells reported.	Weekly
		De-frosting of fridges in common kitchens and clean inside	Quarterly or as required
		- Canteen dining/seating area to be thoroughly cleaned. - Inside the kitchen to remain responsibility of canteen service provider.	Two times a day and spot clean as required.
		Clean and disinfect with approved, surface and environmentally friendly chemicals: - Counter tops - Toilet surfaces including but not limited to seats, chrome handles, fixtures, toilet seat covers, urinals basins, towel rails, hand dryers, taps, etc. - Regular schedule of toilet cleaning to be maintained and signed off by supervisor and submitted to UN Facilities Assistant daily and stuck on door - Bathroom floors - Showers - Mirrors polished	Daily - at 2 hourly intervals and spot clean as required in between

		Toilet papers, hand paper-towel, sanitizers, wet-wipes, sanitizer solution in toilet- (seat sanitizers), air-fresheners, kitchen sponges and cloths to be refilled/replaced as required.	Daily - Continuously as required
		Facilities hygiene treatment: BASINS Clean using the appropriate	

12. Deep Cleaning	cleaning chemicals and disinfectants. • DOORS Wipe all door with wet and dry cloth • URINALS Use urinal pipe cleaner and flush. Wipe inside and outside the urinal. SHOWER CAP Scrub all the shower caps with acid powder the wipe with wet and dry cloth • SHOWER DRAIN Clean by using the urinal pipe cleaner. • SHOWER WALLS Treat for any mold all build up soap and stains using steam/water pressure or similar alternate method. Clean and disinfect/wipe down • BINS Wipe and disinfect. • MIRRORS Wipe all the mirrors with wet and dry cloth. • WALLS Scrub all walls and wipe with wet and dry cloth Pressure and/or steam clean all surfaces and wipe down as required-top to bottom-walls, floors ceilings and all fixtures, fittings and accessories	Monthly
	• Sanitizer, soap and wipes in gym and all other areas with wipes and sanitizers provided by cleaning company to be re-filled. Cleaning staff must constantly monitor including bates to ensure availability and good working order.	Daily or as required

13.	Metallic Surfaces and Items	Must be cleaned and polished with an appropriate agent using an equipment that will not scratch the surface.	Daily
14.	Internal Windows	All windows on the inside of the building must be washed with appropriate window cleaning chemical and system. Wipe inside windows to remove fingerprint marks and other dirt.	Weekly

15.	Basement	- Daily sweeping/cleaning - The relevant surface should be properly cleaned, and oil marks removed with appropriate chemicals to prevent hazards. - Cleaning the storerooms, including generator room monthly - Sewerage spills and leakages in basement occur and the basement requires thorough cleaning, disinfecting with appropriate chemicals and deodorizing	Daily Monthly As required (once off separately for spillage events)
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Monthly Materials/ Consumables

- All materials and chemicals used must be suitable for the respective surfaces and all chemicals must be environmentally friendly, promoting "green" cleaning methodologies.
- Material Safety Data Sheet (MSDS) and/or confirmation of relevant industry and/or SABS standards compliance must be provided for all janitorial cleaning chemicals to be used on site.
- The contractor is expected to properly monitor the usage of all items economically and report any discrepancies, possible theft or over-use to UNICEF and the Cleaning company, ensuring THERE ARE NO SHORTAGES OF CONSUMABLES including batteries for devices like feminine hygiene bins, sanitizer, soap and wipes dispensers and air-fresheners.
- Note that a combination of air fresheners is used - Oxygen Pro Analogue 306090: Control System in bathrooms and other identified areas (Reception, Basement entrance, Staircase landings - different fragrances for different areas to be discussed and agreed with client).
- Occasionally UNICEF or other UN Agency may request domestic Air Scents automatic air-freshener - when required.
- All wipes, sanitizers, and soap dispensers, as well hand drying paper towel dispenser must be matching and aesthetically pleasing and uniform throughout the building, in brushed steel or white colour.

- General consumables and stock count must be conducted every month, and orders are made based on quantities needed at the agreed pre-quoted prices. refer to Annex III Price list

AD-HOC SERVICES

Easement sewerage leakages/Basement ad-hoc cleaning as when required:

- a. Sewerage spills and leakages in basement occur and the basement occasionally requires thorough cleaning, disinfecting with appropriate chemicals and deodorizing.
- b. Any other ad hoc cleaning requirements that may be needed (not specifically outlined herein)

SERVICE CONDITIONS

Security Identification - A list of names of all employees who are to be employed on this contract as well as their replacements must be provided to UNICEF (and all other UN Agencies using the services from the agreement). Details such as the following are required.

- Full legal names of the contractors
- Copies of South African Identification Documents of the contractors
- Cleaners are required to register with security for access cards issuance

Fire Extinguishers

- Under no circumstance will cleaners make use of fire hose reels or other fire extinguishers in the activities attached to the rendering of services.

Warning Signs

- Clearly legible warning notices or signs shall be exhibited where needed, where the rendering of the cleaning services may cause injuries to a person(s).

Cleaning Chemicals

- The contractor shall not use or store any poisonous or flammable substances on the premises without the written consent of UNICEF and clarification of use for the rendering of the services or any other purposes.
- Such chemicals required in execution of duties shall be safely stored in lockable cupboards accessed by cleaning company only with UNICEF on-site security supervisor holding spare keys that must be signed out if required.
- Material Safety Data Sheets (MSDS) to be pasted in all areas where such cleaning chemicals are stored on each floor.

Insurance and Contractors Emoluments

- The Supplier must ensure that all Employees are adequately insured according to legal requirements and compensated on time at no less than the legally stipulated minimum wage.

Damage Compensation

- The contractor will be held responsible for any damage or theft that may be caused to the premises or contents, by contracted cleaning staff or due to their negligence, whether in the normal execution of their duties or otherwise and a claim for indemnification may accordingly be imposed by UNICEF.
- The Service Provider will be held liable for any damage or injuries arising from any misuse or negligent use of equipment by their staff.

Compliance with Statutory regulations

- The contractor must comply with all the relevant statutory requirements for the cleaning industry including Occupational Safety and Health compliance, applicable bargaining council agreement, Unemployment Insurance Fund (I-JIF).

Training

- Cleaning STAFF deployed to UNICEF premises must have minimum 3 years' experience and be trained in every aspect of corporate cleaning, including compliance with refresher training periodically.
- All relevant PPE to be worn as required.
- Cleaning staff must also be trained in handling all equipment to be used to fulfil the contract.

Absenteeism and Temporary Contractors

- Should a staff member not be present at work, a replacement is required by 09:00 of that day or earlier.
- A list of temporary employees to be shared with UNICEF beforehand and updated as needed.

GENERAL CONDITIONS

The contractor is required to:

- Conduct business in a courteous and professional manner.
- Comply with all relevant employment legislation (Labour Relations Act; Basic Conditions of Employment Act; I-JIF; ensure Paid Sick Leave; Maternity Benefits; Minimum wage etc.).



- Confirm membership of industry body i.e., National Contract Cleaning Association (NCCA) iv. Ensure strict adherence to the highest cleaning standards and compliance with Occupational Safety and Health legislation.
- Ensure that all personnel working under this contract are in good health and pose no risk to any staff on-site. Any contagious conditions that could pose any risk to staff on-site should be formally communicated in writing and mitigation action implemented.
- Comply with UN Agencies' security and emergency policies, procedures, and regulations
- Note and inform staff that UN Holidays may differ from South African Public Holidays and contractors will be required to work on certain South African Public Holidays.
- Maintain equipment in good working order.
- Ensure that all personnel working under this contract are trustworthy and adequately vetted.
- Ensure that all personnel working under this contract are adequately trained prior to the commencement of contract.
- Provide all personnel working under this contract with neat uniforms, name tags and Personal Protective Equipment (PPE) as required.
- Ensure that all UN Agencies are informed of any removal and replacement of personnel for security reasons. (Temporary staff must be from vetted list and UNICEF informed in writing when there is a change of staff even if the change is temporary).

SCOPE OF WORK FOR OFFICE HYGIENE SERVICES (OHS)

Under the instruction of all UN Agencies Administration representative, the Contractor will be required to render the following services:

Rental and Maintenance Services

The rental and maintenance services shall be deemed to include but not limited to the following:

- a) Supply and servicing of units on site
- b) Refill gel hand-sanitizer hand-rub - should dry quickly leaving a soft, non-sticky feel and Refill Foam Hand Wash Soap in line with 70-75% Alcohol content in line with WHO Recommendations.
- c) Once-off removal of existing equipment and Once-off installation on onsite equipment.
- d) Repair and replacement of units or parts as a result of wear and tear or malfunction, when need arises.
- e) For any required repairs of machines not covered under a) and b), the Contractor will carry out the repairs and/or replacement of parts only after providing quotation and receipt of written clearance from the UN Agencies representative responsible for the administration of the contract. Any replacement parts should be from a reputable store.

All works will be recorded in a Purchase Order or Work Order which will be signed by the UN Agencies' representative confirming that the works have been satisfactorily completed. The Contractor will not carry out any work without a Purchase Order or Work Order duly signed by the UNICEF representative.

All invoices submitted by the Contractor for payment must be supported by the signed Purchase Order(s) or Work Order(s).

- f) Cleaning and maintenance of the entire hand sanitizer dispenser, wet wipes dispenser, hand wash soap dispenser and 1 7.5-liter waste bins internally and externally (where applicable).
- g) Supply and replacement of consumables for all units, as and when required.
- h) Service will cover rental of equipment together with all components and consumables such as batteries and re-fills of sanitizer, soap, wipes and bin-liners
- i) All hygiene items to be checked every week.

Description of Expected Service Delivery

- All the rented units must be brand new and covered under warranty. The material for the rental units is of good quality in white plastic.
- Guaranteed replacement/repair of faulty units within 72 hours in the event of equipment not working. Emergency turnaround time of 24 - 72 hours.
- Initial installation of units should be done within 14 days of contract conclusion and/or receipt of order.
- Touch-free Sanitizer, Soap and Wipes Dispensers and Covered Bins to be installed on all floors if required
- The Contractor to maintain the same touch-free automatic sensor on all dispensers.
- Bi-Weekly e-mails are to be sent to the UNICEF contact point with a reminder, link or other ordering method to order refill of all consumables.

The Contractor will be required to provide weekly maintenance/service on all dispensers to ensure optimal condition. Faulty units to be replaced within two working days. All units are to be sanitized at least twice a month.

Prepared by: *Nicoleen S Anthoo* 23/09/2026
Nicole Anthoo, Senior Procurement Associate

Reviewed by: Kaitswe Mathebe, Procurement Specialist

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Approved by: Nomaswazi Sibanyoni, Chief of Operations

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