

TERMS OF REFERENCE (TOR)**I. GENERAL REQUIREMENTS FOR CLEANING SERVICES**

- a. General Cleaning Service Officer (CSO) Duties:
- i. Clean each office and work cubicles on each floor on daily basis;
 - ii. Clean toilets / restrooms on daily basis
 - iii. Replenish office toiletry supplies, such as hand-tissue towels, toilet tissue, liquid hand-wash soap and ensure that adequate supplies are available at all time;
 - iv. Clean countertops, phones, desktops on a routine basis;
 - v. Clean pantry and coffee/tea preparation area counters (free from spills and grime);
 - vi. Clean eating utensils, glasses, etc.
 - vii. Clean refrigerators and microwaves at least once a week;
 - viii. Vacuum floors, carpets and upholstered furniture on a regularly basis;
 - ix. Mop up tile floors on daily basis.
 - x. Polish the floors on both lobby areas (new and heritage building) bi-weekly basis
 - xi. Buff the floors on both lobby areas (new and heritage building) every day;
 - xii. Dispose trash and garbage at least once a day;
 - xiii. Polish stainless accessories in the new building once a week;
 - xiv. Assist ASEC in preparation of meeting/event venues including table arrangements;
 - xv. Assist ASEC in replenishing water dispenser
 - xvi. Provide proper cleaning and gardening twice a week at the Secretary-General's residence;
 - xvii. Deliver or distribute documents inside the building;
 - xviii. Other relevant services/duties as requested by Admin Division.

Note :

- The successful bidder must provide 2 dedicated CSOs for duty (xvii) Deliver or distribute documents inside the buildings.
- In preparation of the meeting/event, the successful bidder shall form a team to assist ASEC.

- b. Working Instructions for the Premises

Time of Work	General Requirements
Monday to Friday 06.30–17.00	• Must be smartly dressed in full uniform. No sandal is allowed • Must be punctual for duty • Clock-in and clock-out should be reported to the Security • Security Check • No use the office equipment of the ASEC for personal purpose
Saturday 06.30 – 12.00 noon	

Lunch Time 12.00-13.00	Unless on duty, cleaners should always be in the dedicated Cleaning Service Resting Area.
Other days/Special event	Cleaners will be notified in advance when required to serve for special events on days not specified above
Overtime and Allowances	- Cost of overtime and allowances for the Cleaning Personnel will be borne by the selected vendor at the maximum of 300 hours/month. - The selected vendor must provide meals for the Cleaning Personnel who do overtime to prepare big meetings/events (ASEAN Day, ASEAN Summit & related summits, AMM & related meetings, HLTF, SOM & related meetings)
Insurance	The selected vendor shall provide ASEC with the proof that it covers all CSOs with the National Insurance Scheme (BPJS Kesehatan and BPJS Ketenaga-kerjaan)

- c. The appointed vendor shall provide the following Manpower, uniform, supporting machine, tools, and chemicals (please be noted that the list of supporting machines, tools and chemicals are general requirements. The list can be adjusted accordingly to the needs)
- d. The appointed vendor shall give the salary in accordance with the Regional Minimum Wage (Upah Minimum Regional) DKI Jakarta for year 2024, including 13th salary (Tunjangan Hari Raya) and allowance for supervisor and team leaders.
- e. The appointed vendor shall adjust the second year salary (2025) for all of cleaning and gardening staff in accordance with the Regional Minimum Wage DKI Jakarta FY20 including 13th salary (Tunjangan Hari Raya) 25, . As for the equipment and consumable items' cost shall remain the same.
- f. The vendor will decide on the appropriate numbers of manpower for cleaning and gardening services as required in this TOR which covers:
 - The whole premises of ASEC compounds including the Secretary General's Residence
 - New Building of 16 floors and 2 basements with the total areas of 43,820.70 m²
 - Heritage building of 9 floors but occupied only 7 floors (Ground, mezzanine, first, second, third, fourth and fifth floor).
- g. The requirement of manpower, equipment and consumable items shall be provided by vendor as depicted in the matrix below:

To be submitted in Technical Proposal

Description	NEW BUILDING			HERITAGE BUILDING (Ground Floor – 5 th Floor)		
	Requirement	Unit/Pax	Brand	Requirement	Unit/Pax	Brand
WAGES/ALLOWANCES						
Supervisor						
Team Leader						
Cleaning Service Officer						
Garbage Sorting and Removal (New Building)						
Gondola (New Building)						
CLEANING SUPPLIES						
<i>Crystallization (for crystallization program use high speed floor polisher machine)</i>						
High Speed floor polisher			Alphalux			Alphalux
Low Speed floor polisher			Alphalux			Alphalux
Escalator Cleaner			Alphalux			Alphalux
Vacuum 15L W/D			Alphalux			Alphalux
Vacuum 35L W/D			Alphalux			Alphalux
Jet Sprayer (water high pressure)			Changhong			Changhong
Carpet Extractor Vacuum			Alphalux			Alphalux
CLEANING EQUIPMENT						
Bottle Sprayer			Asena			Asena
Caddy Bag			Home Industry			Home Industry
Buffing pad brown			3M			3M
Brushing pad			3M			3M
Double Bucket			Miller			Miller

Dust Pan Kaleng / can			Home Industry			Home Industry
Dust Pan Tangan			Lion Star			Lion Star
Garbage Bin 240 L			Kleen			Kleen
Garbage Bin 120 L			Kleen			Kleen
Trolley			Alphalux 111			-
Bucket			Alphalux 8040 20lt			Alphalux 8040 20lt
Floor Squeeze			Dragon			Dragon
Pad Holder			Nagato			Nagato
Rag Ball			Maspion			Maspion
Springs of Broom Sticks			Dragon			Dragon
Nylon Sweeper			Nagoya			Nagoya
Rubber Gloves			Nagato			Nagato
Water Hose			Sansan			Sansan
Shoes Boots			AP			AP
Raincoat			Gajah Duduk			Gajah Duduk
Extension Cable Roll 25 m			Krisbow			Krisbow
Kanebo			Barutop			Barutop
Poly Bag 60x100			Bio degradable plastic (Greenhope)			Bio degradable plastic (Greenhope)
Poly Bag 90x120			Bio degradable plastic (Greenhope)			Bio degradable plastic (Greenhope)
Putty Knife			Tolson			Tolson
Duster			Rejo			Rejo
Toilet Kop			Dragon			Dragon
Rag Towels Blue			Excellent			Excellent
Rag Towels Red			Excellent			Excellent
A Rag Box			Excellent			Excellent
A Rag Majun			Home Industry/ Nagoya			Home Industry/ Nagoya
Lobby Duster Refill 60"			Nagoya			Nagoya
Lobby Duster Refill 90"			Nagoya			Nagoya
Lobby Duster Set 60"			Nagoya			Nagoya
Lobby Duster Set 90"			Nagoya			Nagoya
Mop Refill			Nagoya			Nagoya
Mop Set			Nagoya			Nagoya
Pad 17" Red			Corrugated Recycles			Corrugated Recycles
Pad 17" White			Corrugated Recycles			Corrugated Recycles
Steel Wool			Corrugated Recycles			Corrugated Recycles

Brusher Carpet Pad			Goldie			Goldie
Brush Shaft Length			Goldie			Goldie
Toilet Brush			Dragon			Dragon
Single Bucket			Krisbow			Krisbow
Stairs 3 M			Krisbow			Krisbow
Telescopic 3 x 3			Maspion			Maspion
Warning Sign			Krisbow			Krisbow
Windows Squeeze			Nagoya			Nagoya
Window Washer			Nagoya			Nagoya
Window Washer Refill			Nagoya			Nagoya
Windows Squeeze Refill			Nagoya			Nagoya
Plastic Bench			Krisbow			Krisbow
Escalator Brush			Krisbow			Krisbow
Big Book			Kiky			Kiky
HT			ICOM			ICOM
Computer set						-
Printer set						-
Printer ink						-
Paper sheet A4						-
CLEANING CHEMICALS						
Detergent			Miller			Miller
Dust Clean			Miller			Miller
Floor Clean			Miller			Suma J512
Glass Clean			Miller			Miller
Hand Soap			Miller			Miller
Toilet Disinfectant (Karboll)			Miller			Miller
K.I.F			B29			HAZZ
Metal Shine/Polish			Miller			Miller
Coating Parquette Cleaner			Johnson			Miller
Dab of Soap			Best			Best
Marble powder			Best			Best
Brass Cleaner			Brasso			-
Multi Purpose Cleaner			Best			Best
TISSUE						
Multifold Tissue	600	packs	Livi	300	Packs	Livi

Toilet Tissue (Plenty 2 Ply @100 Rolls/box)	2000	rolls	See U	500	rolls	See U
OTHER EQUIPMENT						
Tissue Dispenser			Livi/See U			Livi/See U
Hand soap Dispenser (including refill soap)			Calmic			Calmic
Refill Soap (monthly)			Calmic			Calmic
UNIFORM						
Uniform (2 sets/each)						
Shoes						
Name Tags						

Note: **Vendor MUST provide the proposed brand as stated in the table or other brand with higher quality**

h. General Requirements for Sanitizers and Bins:

The appointed vendor shall also provide air freshener machine with refills, toilet sanitizers with refills and sanitized (Lady) bins with the following details:

- i. Refills of air fresheners and toilet sanitizers must be replaced at least once a month, every end of calendar of business;
- ii. The lady bin shall be checked and cleaned every day, and shall be changed/washed with new lady bin at least once a week and/or whenever necessary. This includes the changing of plastic every day.
- iii. Personnel from the appointed vendor shall report to Admin Division for every visit by providing the attendance form to be signed by Admin Division.
- iv. Selected vendor shall provide the following for the sanitizers and bins:

Description	NEW BUILDING			HERITAGE BUILDING (Ground Floor -5 Th Floor)		
	Requirement	Unit	Brand	Requirement	Unit	Brand
SANITIZER & BINS						
Poly Bag 35 x 40			HD PE			HD PE
Lady Bins			Calmic			Calmic
Toilet Sanitizers			Calmic			Calmic
Air Freshener (including Lift)	219	units	Calmic			Calmic

Note: **Vendor MUST provide the proposed brand as stated in the table or other brand with higher quality**

Toilet at New Building

Level	Floor size	Toilet			Closet	Urinoir
		Female	Male	Unisex/Difable		
Basement 2	4.411,41					
Basement 1	4.411,41	1	1	1U	5	5
Ground	3.509,69	2	2	2D	14	6
Level 1	2.870,56	4	4	2D	10	4
Level 2	3.379,47	3	3	2D	18	7
Level 3	2.336,79	4	4	2D	10	4
Level 4	2.336,79	4	4	2D	10	4
Level 5	1.832,46	3	3	2D	9	4
Level 6	1.832,46	2	2	2D	7	3
Level 7	2.239,98	3	4 (incl. 1 SG)	2D	9	4
Level 8	1.832,46	4	6 (incl. 2 DSGs)	2D	12	4
Level 9	1.832,46	4	6 (incl. 2 DSGs)	2D	12	4
Level 10	1.832,46	2	2	2D	8	4
Level 11	1.832,46	2	2	2D	8	4
Level 12	1.832,46	2	2	2D	8	4
Level 13	1.832,46	2	2	2D	8	4
Level 14	1.832,46	2	2	2D	8	4
Level 15	1.832,46	2	2	2D	8	4
Total	43.820,70	46	51	35	164	73
	100,00%					

Total Toilet	132
Closet	164
Urinoir	73

Toilet at Heritage Building (to be completed with tissue dispenser, soap dispenser, lady bins, poly bags, and air freshener)

Level	Toilet			Closet	Urinoir
	Female	Male	Unisex/ Diffable		
Ground	3	3	1	10	12
Mezzanine	1	1	1	7	5
Level 1	1	1	1	4	2
Level 2	1	1		4	3
Level 3	1	1		4	2
Level 4	1	1	1	6	2
Level 5	1	1	1	5	2
Total	9	9	5	40	28

Total Toilet	23
Closet	40
Urinoir	28

Toilet at Heritage (to be cleaned only, without tissue dispenser etc)

Level	Toilet			Closet	Urinoir
	Female	Male	Unisex/ Disabled		
Level 1			3	3	
Level 6	1	1	1	5	3
Level 7	1	1	1	3	2
Total	2	2	2	8	5

Total toilet	6
Closet	8
Urinoir	5

Lift

Location	Number of Lift
Heritage	4
New Building	11

II. GENERAL REQUIREMENTS FOR GARDENING SERVICES

1. The appointed vendor shall give the salary in accordance with the Regional Minimum Wage (Upah Minimum Regional) DKI Jakarta for year 2024, including 13th salary (Tunjangan Hari Raya).
2. The appointed vendor shall adjust the second year salary (2025) in accordance with the Regional Minimum Wage DKI Jakarta FY2025, including 13th salary (Tunjangan Hari Raya)
3. Perform the Gardening Services in such a manner as to cause minimum disturbance, and to schedule the performance of all work in an acceptable manner suitable to ASEC.
4. Make available all the Gardening Services equipment as will be needed to perform the services
5. Propose number of personnel who shall perform gardening services in accordance with the following shift times:

No.	Location	Schedule of Services	
1	ASEC's Premises Heritage building & New building	Monday – Friday	Saturday
		06.30-17.00	Saturday 06.30 – 12.00 noon
		6 Gardeners	6 Gardeners
		1 Team leader	1 Team leader
2	SG's Residence	Twice a week	
		timing is flexible to be determined by vendor	
3.	Insurance	The selected vendor shall provide ASEC with the proof that it covers all gardeners with the National Insurance Scheme (BPJS Kesehatan and BPJS Ketenaga-kerjaan)	

- a. The proposed number of personnel must consist of one (1) personal shall act as the Team Leader to supervise the implementation and personnels during working hours. The Team Leader will supervise the work of the personnels and the man days allocated at the SG's residence twice a week and or when is deemed necessary.
 - b. Agrees to ASEC's request for additional working hours to be extended beyond forty (40) hours per week, subject to prior consultation and mutual agreement. The vendor further agrees that such request shall not include the situation in which it is made due to the unsatisfactory works performed by the vendor in accordance with the current standard working hours;
6. Area of Services:
- a. ASEAN Secretariat's Premises (Heritage building)
ASEAN Secretariat garden is 4100 m² comprising of:

- Main Garden, Small Garden (at the back side and the parking area)
 - Plants and grass
 - Indoor plants
- b. ASEAN Secretariat's Premises (New building)
 ASEAN Secretariat garden is 4,000 m² comprising of:
- Main garden, small garden in front of main lobby of new building, garden surrounding the building, and garden at the bridge on 7th floor at 450 m²
 - Plant and grass
 - Indoor plants

The services to be provided by the vendor are:

- Cleaning of gutter in the perimeter of the ASEC buildings
- Cutting big trees (more than 5m tall)
- Pruning
- Rotation of Plants
- Watering
- Plants treatment
- Nursery

c. SG's Residence

- Help to supervise and advice the gardening works at the SG's Residence twice a week
- Cutting
- Pruning
- Rotation of plants
- Watering
- Plants treatment
- Cleaning aquarium

7. The requirement of manpower, tools and equipment shall be provided by vendor as depicted in the matrix below:

To be submitted in Technical Proposal

Description	GARDENING		
	Requirement	Unit/Pax	Remark
WAGES / ALLOWANCES			
Team Leader			
Gardeners			
CLEANING SUPPLIES			
<i>Machineries/Support Engine</i>			

Backpacked grass cutter machine	Tasco		
Skylift vehicle to cut big trees (more than 5m tall)			
CONSUMABLE ITEMS			
Sickle	Nagoya		
Cleaver	Nagoya		
Axe			
Grass Shears (One Hand Type)	Nagoya		
Pruning Shears	Nagoya		
Plastic Garbage (Black)	HD PE		
Scraper	Nagoya		
Knife Edge for grass cutter machine	Tasco		
Small hoe	Nagata		
Dust Pan	Nagoya		
Broom Stick	Nagoya		
Rubber Hand Gloves	Nagoya		
Hose 200 m	Maspion		
Hooked cutting shears	Nagoya		
Knapsack sprayer	Nagoya		
Big Hoe	Nagoya		
Soil Fork	Nagoya		
Saw	Nagoya		
Grindstone	Nagata		
Hammer	Nagata		
Garbage Bin 120 L	Kleen		
Sprinkle	Rotari		
Warning Sign	Krisbow		
CHEMICALS & FERTILIZERS			
Organic Fertilizer (pupuk organik) 5-10 kg/sack	3 Chem		
NPK Fertilizer (Natrium, Phospate, Kalium)	3 Chem		
NPK Fertilizer Grow More (N:20, P:20, K:20)	3 Chem		
Urea Fertilizer	3 Chem		
KCL Fertilizer	3 Chem		
TSP Fertilizer	3 Chem		
Powder Fertilizer - Gandasil B	Gandasil B		
Powder Fertilizer - Gandasil D	Gandasil D		
Grass Poison - Round Up (500 L)	Round Up		
Bacteria Eradicator - Dithane M 45 (500 gr)	Dithane		

Insecticide - Decis (1000 ml)	Decis		
Fungicide - Furadan 3 G (500 gr)	Furadan		
UNIFORM			
Uniform (2 sets/each)	-		
Rubber Boots	Forli		
Hand Gloves	3 Chem		
Gardener Hats	-		

Note: **Vendor MUST provide the proposed brand as stated in the table or other brand with higher quality**

III. GENERAL REQUIREMENT FOR GARBAGE SORTING AND REMOVAL (2 STAFF)

- a. The appointed vendor shall give the salary in accordance with the Regional Minimum Wage (Upah Minimum Regional) DKI Jakarta for year 2024, including 13th salary (Tunjangan Hari Raya).
- b. The appointed vendor shall adjust the second year salary (2025) in accordance with the Regional Minimum Wage DKI Jakarta FY2025, including 13th salary (Tunjangan Hari Raya). As for the equipment and consumable items' cost shall remain the same.
- c. Perform the garbage sorting and disposal by performing the following tasks:
 - i. Prepare schedule for collecting and disposing all garbage in each floor and exterior of the building;
 - ii. Classify/sort all garbage into the following criteria:
 - Green bin for Organic (B1);
 - Yellow bin for Non-organic (B2);
 - Special for paper waste, contractor shall sort, collect, put in sack to be handed over to AGAD for proper shredding process by other parties
 - Red bin for hazardous items (B3)
- d. Wash all bins in daily manner;
- e. Put all bins in dedicated location and provide/place plastic in all bins;
- f. Dispose garbage to the final disposal location (TPA).
- g. Prepare report of all disposal activity.
- h. Propose number of personnel who shall perform garbage sorting and disposal services in accordance with the following times:

No.	Location	Schedule of Services	
1	ASEC New building	Monday – Friday	Saturday
		06.30-17.00	Saturday 06.30 – 12.00 noon

2	Insurance	The selected vendor shall provide ASEC with the proof that it covers all CSOs with the National Insurance Scheme (BPJS Kesehatan and BPJS Ketenagakerjaan)
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- i. To provide the required equipment to support garbage sorting activities

IV. REQUIREMENT FOR QUARTERLY CLEANING EXTERIOR BUILDING (GONDOLA – 3 STAFF)

- a. Ensure the cleaning staff who performs the cleaning of exterior parts have the certificate for Operator Pesawat Angkat dan Angkut, type: Gondola issued by Kementerian Tenaga Kerja RI **(MANDATORY to provide the certificate in the Technical Proposal)**
- b. The appointed vendor shall give the salary in accordance with the Regional Minimum Wage (Upah Minimum Regional) DKI Jakarta for year 2024, including 13th salary (Tunjangan Hari Raya) and allowance
- c. The appointed vendor shall adjust the second year salary (2025) in accordance with the Regional Minimum Wage DKI Jakarta FY2025, including 13th salary (Tunjangan Hari Raya). As for the equipment and consumable items' cost shall remain the same.

Make preparation before performing cleaning the exterior in quarterly basis i.e.:

- i. ensure the electricity cable and panel box are dry,
- ii. ensure the gondola machine is functioning;
- iii. ensure all equipment and tools are available and follow the safety regulation;
- d. Clean the exterior part of building;
- e. Ensure the safety equipment is worn all the time during cleaning;
- f. Maintain the cleanliness of all equipment and tools;
- g. Prepare report of work on quarterly basis;
- h. Propose number of personnel who shall perform cleaning exterior building in accordance with the following shift times:

No.	Location	Schedule of Services	
		Monday – Friday	Saturday
1	ASEC New building	06.30-17.00	Saturday 06.30 – 12.00 noon
2	Insurance	The selected vendor shall provide ASEC with the proof that it covers all CSOs with the National Insurance Scheme (BPJS Kesehatan and BPJS Ketenagakerjaan)	

- i. To provide the required equipment and manpower:

THE DETAIL OF INDICATIVE REQUIRED MANPOWER IS AS FOLLOWS:

- i. New building and SG residence are 43 (forty-three) and the breakdown is:
 - Supervisor : 1 (one)
 - Leaders : 2 (two)
 - CSO : 40 (forty)
- ii. Heritage building is 17 (seventeen) CSO and the breakdown is:
 - Leader : 1 (one)
 - CSO : 16 (sixteen)
- iii. Gardening is 7 (seven) gardeners and the breakdown is:
 - Leader : 1 (one)
 - Gardeners : 6 (six)
- iv. Gondola Cleaning for the outer surface of new building at least 4 times a year:
 - CSO : 3 (three)
- v. Dedicated Garbage sorting workers:
 - CSO : 2 (two)
