

**TERMS OF REFERENCE  
FOR FACILITIES MANAGEMENT CONTRACT**



**SOUTH AFRICAN EMBASSY: BRUSSELS / BELGIUM**

**Request for quotation for the appointment of a Service Provider (Company) to provide general maintenance and management for the Chancery building of the South African Embassy in Brussels, Belgium for a period of three (3) years.**

## **1. PURPOSE**

The Brussels (Belgium) Mission of South Africa wishes to appoint a suitably qualified and experienced Facilities Management Company to operate, maintain and manage the State-owned property portfolio located in Rue Montoyer 17, 1000 Brussels

## **2. BACKGROUND**

The South African Government owns the property that is used as a Chancery in Rue Montoyer 17, 1000 Brussels.

The Embassy of South Africa has the intend to maintain the property in a good, functional and serviceable condition. To this end, the Mission wishes to appoint a Facilities Management Company to ensure the property portfolio is well maintained.

## **3. CONFIDENTIALITY**

- 3.1** The Mission shall provide to the successful service provider access to the property portfolio as well as relevant documentation that might assist service provider to execute their duties.
- 3.2** All information and documentation provided to the service provider should be treated as confidential and may not be shared with any person or entity not directly responsible for the execution of this project.
- 3.3** All information and documentation prepared by the service provider shall become the intellectual property of the Embassy of South Africa.

## **4. SCOPE OF WORK**

The scope of works for the Facilities Management Company to be appointed will be the following:

- To inspect and maintain the condition of the state-owned Chancery building utilized by the Mission in Brussels.
- To develop a maintenance plan per building to address the short-, medium- and long-term maintenance requirements covering all building systems and services with estimated costs.
- Implement day to day, routine and preventative maintenance works as required and directed by the Mission.
- Assist the Mission with the management of service contracts like HVAC, Fire extinguishers, and lifts.
- Dedicate a facilities Manager to oversee the planning, implementation and reporting of all maintenance activities in the Mission.
- Provide maintenance reports on weekly, monthly, quarterly and annual basis.

- Provide advisory services to the Mission on condition of property and recommend remedial works to be undertaken.

The Service provider should ensure that the maintenance plan addresses the following areas

***Structural Frame and Building envelope:***

- Identify the primary building including parking structures on the subject property and type of the basic structure (steel, wood, cast-in place concrete, pre-cast concrete, concrete block, etc.).
- Further observe the building substructure including foundations systems (noting presence of cellars, basements, or crawl spaces), building structural frame (floor framing system, and roofing systems);
- building envelope including facades or curtain wall systems, glazing systems, exterior sealants, exterior balconies, doors, stairways, parapets, etc.
- Doors, Gates and Shutter doors

***Roofing:***

- Identify and observe the material roof systems such as exposed membrane and flashings, including parapets, slope, drainage, etc.
- Check for evidence and or need for material repairs, evidence of significant ponding or evidence of roof leaks.
- Inquire as to the age of material roofing systems and whether the warranty or bond is in effect.

***Electrical:***

- Identify the electrical services and observe the electrical distribution systems including distribution panels, transformers, meters, emergency generators, general lighting systems and other such equipment or systems.
- Observe general electrical items such as distribution panels, types of wiring, energy management systems, emergency power, lightning protection, etc.
- Identify any observed or reported special or unusual electrical equipment, systems or devices present.

***Plumbing:***

- Identify and observe the material plumbing systems including piping (for sanitary, storm and supply water) and fixtures, domestic hot water production.
- Note any special or unusual plumbing systems.

***Heating:***

- Identify the basic type of heat generating and distribution systems and apparent and reported age of the equipment, past material component replacement or upgrades and the apparent level of maintenance exercised.

- If the heating systems is shutdown or not operational at the time of the contract and provide opinion of the condition to the extent observed.
- Observe any special or unusual heating systems or equipment present such as solar heat.
- Identify in general terms reported material tenant-owned systems that are outside the scope of the Property Conditions Assessment (PCA).

***Air conditioning and ventilation:***

- Identify basic type of air conditioning and ventilation systems including cooling towers, chillers, (including type of reported refrigeration used), package units, split systems, air handlers, thermal storage equipment, material distribution systems, etc.
- Identify the apparent or reported age of the material equipment, past material component upgrades/replacements, apparent level of preventative maintenance exercised or whether a maintenance contract is reported to be in place
- If air conditioning and ventilation systems were shut down or operational during walk through survey and provide opinion on the condition to the extent observable.
- Identify any special or unusual air conditioning and ventilation systems or equipment such as refrigeration equipment for ice skating rinks, cold storage systems, special computer cooling equipment, etc.
- Identify in general terms reported material tenant-owned systems that are outside the scope of PCA.

***Vertical Transportation:***

- Identify the vertical transportation type, number of cabs/escalators, capacity, etc.
- Observe elevator cabs, finishes, call and communication equipment, etc.
- Identify whether maintenance contract is reported to be in place, and if so, identify the service contractor.

***Life safety/Fire protection:***

- Identify and observe life safety and fire protection systems including sprinklers and standpipes (wet or dry, or both), fire hydrants, fire alarm systems, water storage, smoke detectors, fire extinguishers, emergency lighting, stairwell pressurization, smoke evacuation, etc.

***Interior elements:***

- Observe typical common areas including, but not limited to lobbies, corridors, assembly areas, and restrooms.
- Identify and observe typical finishes, i.e., flooring, ceilings, walls, etc. and material building amenities or special features, i.e. spas, fountains, clubs, shops, restaurants, etc.

***Storm water drainage:***

- Observe storm water collection and drainage systems and

- note presence of on-site surfers' waters, and retention and detention basins.

***Ingress and egress:***

- Observe the major means of ingress and egress.

***Paving, curbing and Parking:***

- Observe the material paving and curbing systems.
- Identify the types of parking, i.e. garage, surface, subsurface, etc., number and type of parking and loading spaces, and any reported parking inadequacies.

***Landscaping and appurtenances:***

- Observe landscaping (trees, shrubs, lawns, fences, retaining walls, etc.) and
- Material site appurtenances (irrigation systems, fountains, lighting, signage, ponds, etc.)

***Special utility systems:***

- Identify the presence of any material special on-site utility systems, special power generation systems, etc.
- Identify, if available, material systems information such as system type, manufacturer, systems capacity, systems age, systems operator, etc.

***Insects/Rodents infestation:***

***Environment consideration, i.e. R22 gas***

***Asbestos and any other hazardous elements:***

***Mould:***

***Indoor air quality:***

***Property Security Systems:***

***CCTV***

***Fire detection***

**LIST OF TECHNICAL EQUIPMENT PRESENT AT CHANCERY RUE MONTOYER 17-19,  
1000 BRUSSELS TO BE MAINTAINED**

**HEATING SYSTEM AND COOLING SYSTEM**

- 1 BOILER 1 CARBOFUEL 472,000 KCAL/H
- 1 BURNER 1 MAT/LMB FUEL
- 1 BOILER 2 CARBOFUEL 472,000 KCAL/H
- 1 BURNER 2 MAT/LMB FUEL
- 2 OIL TANK 15,000 L – OUT OF SERVICE
- 2 EXTROL EXPANSION VESSELS 280 L
- 2 PRIMARY PUMPS
- 1 COLLECTOR
- 1 CIRCUIT 1 EJECTO-CONVECTOR BATTERY
- 1 CIRCUIT 2 GP2 AND GP3 BATTERIES
- 1 CIRCUIT 3 GP1 BATTERIES
- 1 CIRCUIT 4 EXPANSION BOXES
- 1 PANEL ELECTRIC BOILER ROOM
- 1 CARRIER REFRIGERATION UNIT 300,000 KFRIG/H
- 1 BALTIMORE COOLING TOWER
- 1 COOLING TOWER EXCHANGER
- 1 EXTROL 120 L EXPANSION VESSEL
- 1 DOUBLE CHILLED WATER PUMP
- 1 DOUBLE COOLING TOWER PUMP
- 1 COLLECTOR
- 1 CIRCUIT 1 GP1 BATTERY
- 1 CIRCUIT 2 EJECTO-CONVECTOR BATTERY
- 1 FILLING PUMP AND TARPAULIN
- 1 ELECTRICAL PANEL CENTRAL COOLING
- 1 GP1 OFFICES 23,000 M3/H
- 1 GE1 OFFICES 7,000 M3/H WITH RECOVERY
- 1 GP2 COMMERCIAL GROUND FLOOR 14,000 M3/H

1 GE2 ELEVATOR CABIN 2,230 M3/H  
1 GP3 FIRE LOCK 10,000 M3/H  
1 GE3 SANITARY 3,230 M3/H TURRET  
1 GE4 AXIAL H.T. CABIN 500 M3/H  
1 GE5 PARKING 3,000 M3/H  
1 GE6 PARKING 3,000 M3/H  
1 GE7 FLOOR 9 1,300 M3/H TURRET  
1 BRUNER WATER SOFTENER  
2 AIR COMPRESSORS REGULATION  
1 AIR DRYING STATION  
113 FAN COILS  
8 EXPANSION BOXES  
18 RADIATORS  
AIR HANDLING UNIT  
TWO DAIKIN AIRCO UNITS  
GAS OPERATING HEATING SYSTEM

#### BATHROOMS

27 WCs  
9 URINALS  
27 WASHBASINS  
12 HYDRANTS  
1 CELLAR EMPTYING PUMP  
1 SEWERS AND DISCHARGES

#### ELECTRICITY

1 CABIN HIGH VOLTAGE 1 TRANSFO  
1 T.G.B.T.  
- INTERIOR, EXTERIOR AND EMERGENCY LIGHTING

#### VARIOUS

PARKING DOORS AND SHUTTERS  
- PARKING DOORS AND PLATFORM  
- FIRE DOORS, PYRODOMES

- FIRE DETECTION
- EXTERIOR BLINDS
- LIFT TO WASH WINDOWS

*Adjustment, maintenance, keeping in optimal good running order, management, supervision, and repairs of the equipment and installations described in the above technical equipment list shall be carried out in accordance with the laws of Belgium and the manufacturers' requirements and specifications.*

## **5. Reporting**

### **5.1 Period reports**

The Service provider will be expected to provide monthly, quarterly and annual reports on the condition of the property portfolio and implementation of maintenance projects.

On an annual basis the service provider shall perform an annual building inspection and report on the following building element using the annual building checklist to be developed and agreed with the Head of Mission.:

- Building fabric, internal and external structures and infrastructure, the structure of its components
- Ground, parking and walkways
- Electrical service and distribution
- Electrical auxiliary and standby power
- Energy systems
- Heating system (gas operated)
- Airconditioning and ventilation systems
- Water supply and drainage
- Toile and bathrooms
- Environmental equipment and systems
- Environmental Health and Safety Audit (to ensure compliance with fire, safety and other relevant regulations)

### **5.2 Daily operations**

The service provider shall manage and operate the building systems and equipment and co-ordinate day to day operational activities with the Head of Mission as required.

The service provider shall as required operate and manage the property portfolio during working hours, and sometimes on weekends and holidays if there is an emergency to be addressed.

### **5.3 Health and Safety requirements**

The appointed service provider shall ensure that the building is managed so that they provide safe and healthy work environments in accordance with relevant Local Authority Bylaws.

### **5.4 Professional standards**



All work undertaken by the service provider shall be in accordance with the minimum requirements of relevant legislation, good industry practice and compliant to appropriate professional and technical standards and the requirements of the appropriate professional bodies including guide notes and codes of practice where applicable.

The service provider shall exercise all reasonable skill, care and diligence in the discharge of the duties required by the service agreement.

For the duration of the service level agreement the service provider shall provide sufficient trained personnel for proper performance of the obligations under the service level agreement.

## **5.5 SUPPLIES**

the appointed company undertakes to supply the following consumable materials and products:

All cleaning materials.

Ordinary oil and grease.

Water-proofing products: hemp, Teflon, sets of filling boxes.

16 A fuses.

Signalling bulbs.

Paint required for any retouching of technical equipment provided for in the contract.

Extra cooling fluid.

Air filters.

## **6. Entering into a Property management Contract**

- a) The Mission of South Africa will enter into a facilities Management contract with the successful service provider.
- b) The Facilities Management contract will include terms for emergency and ad hoc maintenance work that the Mission will need.

Acting in the best interests of the project, the Embassy may require that the personnel assigned to the site be replaced. In such cases, the Embassy will act in due time so as not to hinder the continuity and safety of the works undertaken.

There shall be no limit placed on the number of repairs and interventions by technicians who shall be available 24 hours a day, 365 days a year.

Except in rare cases, technicians shall be always required to intervene within eight hours following the recording of the call requesting assistance. After that, any action taken with a view to correcting the situation will be carried out as quickly as possible.

In a general sense, the Embassy shall benefit from the company's experience free of charge as long as the company declares itself to be competent in the field in question.

The technicians shall work on the equipment and installations during normal working hours as required by labour laws in effect at the time such work take place.

The appointed company shall notify the Embassy of any eventual modifications to the equipment and installations that are required to comply with the aforementioned rules and legal provisions.

Within the framework of the execution of the present contract, the appointed company shall see to it that the technical site remains perfectly clean.

The appointed company shall provide its employees with all the equipment and tools required for carrying out maintenance tasks.

The appointed company shall run the equipment and installations as economically as possible and shall make whatever suggestions to the Client in terms of modifications to the equipment and installations that may result in energy conservation without affecting the comfort level which the heating installations was designed to maintain.

Within two months following the taking over of the site, the embassy shall receive a timetable of scheduled maintenance.

Each year at the end of the winter season, the appointed company shall write a technical report on the state of the heating installations and indicate any works which need to be carried out.

The appointed company shall keep a record of all works carried out and all technical reports written.

At the end of the contract, the appointed company shall be bound to return the installations in good condition, adjusted, and in working condition, in the same state as that which would have been contained in a receipt of delivery report established when the contract went into effect.

**7. EVALUATION METHODOLOGY**

**7.1 Responsiveness Criteria**

All service providers are expected to submit the information listed on the requirement table below in order for the proposals to be considered for price.

<b>Requirements</b>
A copy of company registration
Company Profile indicating previous Facilities Management experience of contract executed in the last five (5) years with similar or bigger project scope.
A detailed quotation which will itemize all costs including fixed monthly Facilities

Management fee and mark up on quotations for maintenance works to be executed.
Proof of tax registration
Facilities Management proposal and project plan
Provide a CV of the proposed Facilities Manager with a minimum of 5 years relevant experience and qualifications in property and Facilities Management.
<p><b>COMPULSORY ON SITE BRIEFING</b></p> <p>All prospective bidders must avail themselves for a compulsory on site briefing at the Chancery located at Rue Montoyer 17 1000 Brussels. Non-attendance of briefing will invalidate a bid/tender submitted.</p> <p>Kindly confirm attendance with the Corporate Services Manager, South African Embassy, Ms Lilly Monene.</p>

## 8 CONTACT PERSONS AND SUBMISSIONS

**8.1** All enquiries may be directed to the Embassy's Corporate Service Manager, Ms Lilly Monene telephone 02 285 44 50, email [monenel@dirco.gov.za](mailto:monenel@dirco.gov.za) 1st Secretary Corporate Service Management, Mr Kajen Moodley, telephone 02 285 44 51, email: [moodleyk@dirco.gov.za](mailto:moodleyk@dirco.gov.za), copied to Mr Arjen Van Acker telephone 02 285 44 28, email [vanackera@dirco.gov.za](mailto:vanackera@dirco.gov.za) for local enquiries.

**8.2** Prospective service provider/s should submit their quotations by email or in a sealed envelope with the details of the specific request on the outside of the envelope to:

**Attention: Mr Kajen Moodley / Mr Arjen Van Acker**

South African Embassy

17-19 Rue Montoyer

1000 Brussels

**8.3** Submissions should be hand delivered/emailed to the above mentioned addresses on or before 16:30 on the closing date, which is **Monday 09 December 2024**.

## 9. General Conditions

Prospective service provider/s suppliers are encouraged to submit their quotations before the closing date and time, as late submissions will not be accepted.

The South African Embassy will not be held responsible for any costs incurred by bidders in the preparation and submission of quotations.

The Embassy 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 Embassy.

The Embassy is not obliged to select any of the bidder's submitting quotation.

The South African Embassy reserves the right to limit the scope of work or cancel the contract when terms of contract were not fully honoured.

Evaluation on functionality criteria can only be done based on information which was requested and submitted. The comprehensiveness of the quotation can therefore be decisive in the award.