



ANNEX A

TERM OF REFERENCE

Date: 18 August 2026

PROVISION OF CLEANING AND FACILITY SUPPORT SERVICES FOR GOETHE-INSTITUT INDONESIEN, JAKARTA

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**GOETHE
INSTITUT**

Sprache. Kultur. Deutschland.



1. About Goethe-Institut e.V.

Goethe-Institut e.V. is the worldwide cultural institute of the Federal Republic of Germany. We promote the study of the German language abroad and actively foster international cultural cooperation. Further, our mission is to convey a comprehensive image of Germany through information about its cultural, social and political life.

2. Goethe-Institut Indonesien in Jakarta

2.1 Address of the Property:

Goethe-Institut Indonesien

Jl. Sam Ratulangi No.9-15 Menteng, Jakarta Pusat 10350, Indonesia

2.2 Property Description:

The premises comprise several interconnected buildings and outdoor areas used for cultural, educational, and administrative purposes.

The property includes:

- Administrative office areas
- Classrooms and language course facilities
- A library and related office rooms
- An auditorium and exhibition hall for cultural events
- Meeting and multipurpose rooms
- Cafeteria and kitchen areas
- Corridors, lobbies, stairways, and common areas
- Toilets and sanitary facilities
- Storage rooms and technical utility rooms
- Security guard facilities and waiting areas
- Parking areas
- Courtyards and landscaped outdoor areas including gardens and plants

The premises are used daily by employees, students, visitors, event participants, service providers, and guests.

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3. Subject of the Tender

Goethe-Institut Indonesien hereby invites qualified cleaning service companies to submit proposals for the provision of cleaning and related facility support services at its premises in Jakarta for a contract period of two (2) years.

The objective of this tender is to appoint a reliable and professional service provider capable of maintaining a consistently high standard of cleanliness, hygiene, and facility appearance in accordance with the requirements outlined below.

Goethe-Institut Indonesien reserves the right to terminate the contract in the event of persistent service deficiencies, breach of contractual obligations, non-compliance with labor regulations, or failure to maintain agreed service levels, subject to the notice provisions specified in the final contract.

4. Requirements

4.1 Working Hours

The service provider shall ensure staffing and service coverage seven (7) days per week according to the following schedule:

Day	Shift 1	Shift 2
Monday - Friday	06:00 - 14:30	13:00 - 21:30
Saturday	06:00 - 14:30	11:00 - 19:30
Sunday	06:00 - 14:30	-

The service provider shall demonstrate flexibility in workforce scheduling. Any additional working hours shall be managed in compliance with Indonesian labor regulations. Compensatory time-off arrangements are preferred where legally permissible.

4.2 Equipment and Supplies

The service provider shall supply:

- Uniforms for all deployed personnel
- Standard cleaning equipment and machines
- Cleaning tools and accessories
- Cleaning chemicals and consumables necessary for routine operations



5. Scope of Services

The cleaning service provider shall maintain cleanliness and hygiene throughout the premises of Goethe-Institut Indonesien, including but not limited to the following activities:

5.1 Interior Cleaning

1. Sweep, clean, and mop all classrooms on the first and second floors.
2. Sweep, clean, and mop all office spaces except those located inside Main Office Building II.
3. Sweep, clean, and mop the auditorium, exhibition hall, and changing room.
4. Sweep, clean, and mop the library and associated office rooms.
5. Sweep and clean the cafeteria area and inner courtyard.
6. Sweep, clean, and mop all corridors, the main office lobby, the security post, and the driver waiting area.
7. Clean the canopy areas.
8. Sweep and mop kitchen floors and clean the exterior surfaces of kitchen furniture and equipment.
9. Vacuum-clean the recording room.
10. Clean, disinfect, and mop all toilets and sanitary facilities.
11. Clean computers, telephones, desks, blinds, lamps, doors, switches, and furniture in all assigned rooms and offices.

5.2 Specialized Cleaning

1. Auditorium:
 - Polish parquet flooring once per month.
 - Vacuum-clean auditorium seating.
2. Building Exterior:
 - Clean exterior windows once per month.
 - Remove visible dirt, stains, and water marks from accessible glass surfaces

5.3 Outdoor Cleaning and Grounds Maintenance

1. Sweep and clean the parking areas.
2. Water, trim, fertilize, and maintain indoor and outdoor gardens in a neat and presentable condition.
3. Sweep, clean, and organize the upper storage room and pump room.
4. Clean roof gutters, sweep platform roofs, and clean the roof of the security guard room.
5. Collect and dispose of all waste, including kitchen waste, in designated temporary waste collection areas.

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6. Service Quality Requirements

The service provider shall ensure:

- Clean and hygienic toilet facilities at all times.
- Immediate removal of visible litter.
- Prompt response to special cleaning requests.
- Professional conduct of personnel.
- Availability of a supervisor during operational hours.
- Replacement personnel in the event of absence.

7. Important Dates

- **Submission of offers** : 20 September 2026, 17:00 Jakarta Time
- **Contract Award** : 25 September 2026
- **Service Commencement** : 1 October 2026