

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

RFP38-2025- Appointment of service provider to provide SARS with a Turnkey Solution for office space in Gqeberha for leasing and fitout over a period of nine (9) years and eleven (11) months.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

Definitions:

SAPOA	South African Property Owners Association
GBCSA	Green Building Council of South Africa
TI	Tenant Installation
CI	Corporate Identity
SLA	Service Level Agreement
BMS	Building Management System
EPC	Energy Performance Certificate
TCC	Tax Clearance Certificate

1. Executive Summary – Tender for New Gqeberha Buildings

The South African Revenue Service's (SARS) Strategic Plan presents an inspirational vision to build "a smart modern SARS, with unquestionable integrity and a trusted and admired organization". It sets out a clear Strategic Intent "to follow the internationally recognized approach of Voluntary Compliance" and Modernizing SARS. The SARS's strategic objectives are committing the organization to continuous improved service delivery. Aligned with the strategic intentions, the organization initiated various initiatives to integrate service offerings and migrate physical branches to retail outlets, shopping centres, malls and any other office space in Gqeberha, as well as a solution for the back-office staff to be accommodated in corporate office space (non-retail).

This tender is for TWO (2) buildings in Gqeberha in specific localities. Building **(1)** is the SARS Service Centre. Building **(2)** is the SARS Corporate Office. Bidders may bid on one or both buildings. Bidders bidding on both building must submit a separate and fully completed bid document per building they wish to bid on. **(NB: No Information may be shared between bids – submit all required bid documentation per building a bidder wishes to bid on).**

In achieving the SARS objectives, bid proposals are requested for a total turn-key accommodation solution in Gqeberha, providing for the lease and fit-out of the premise(s) by the landlord. Responses from prospective bidders are required to provide requisite information on the availability and fit-out of potential **(1)** SARS Service Centre located in modern shopping centres, retail centres, malls, and **(2)** SARS Corporate Office accommodation in near vicinity of the major shopping or retail centres. A "Location Map" of Gqeberha is provided in Section 3 below restricting the areas of interest to those that are deemed to be suitable to SARS Business requirements and Property Strategy.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

All technical information required relating to the bids being offered must be provided in proper printed format and in electronic format as requested. See Section 10.

This will be a two-stage technical evaluation bid:

- Stage 1 - The lease(s) and suitability of the premise(s)
- Stage 2 - The Turn-Key fit-out of the premise(s) and associated TI specifications.

2. Tender Turn-Key Leasing Requirements.

Building One (SARS Service Centre) and Building Two (SARS Corporate Office) can be located on the same site / location or separate sites / locations based on Locality Map (See Section 3).

This tender is for two buildings. SARS reserves the right to engage with and make awards to two different bidders or the same bidder, for the two buildings. SARS reserves the right to cancel this tender if suitable leasing options and turnkey solution offerings are not identified during the tender process for both building requirements.

2.1 Building ONE: SARS Gqeberha Service Centre

TABLE ONE – Retail Space Building requirements	
Space Type:	Retail (Shopping Centres, Retail Centres, Shopping Malls, etc.)
Measurement Method:	SAPOA
Measurement Type:	Retail Space
Business Demand	1000 m ² Usable
Total Lease Size:	1000 to 1150 m ² Rentable Area (GLA)
Grade:	A
Level (Physical Access)	Ground floor retail space only (unless located in Large Shopping Mall with easy access to all floors).
Parking (Dedicated)	+/- 40 bays dedicated to SARS vehicles.
Parking (General)	Typical shopping centre / shopping mall type public parking (paid or free) must be available for members of public to safely park cars.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

Tenant Installation:	<p>Turnkey Tenant Installation (including furniture) will be done to SARS corporate identity specifications by the Landlord, Landlord's professional team and Landlords CIDB Registered specialist TI fitout contractors to a GBCSA Interiors 5-star rating. Furniture to supplied by landlord via the SARS Furniture Panel as part of TI fitout.</p> <p><i>Turnkey Exclusions (See special below):</i></p> <ul style="list-style-type: none"> • SARS I.T. • SARS Security.
Relevant Approvals:	All approvals and certifications without exception including (but not limited to) GBCSA, Local Council, Signage, Fire, etc. by Landlord professional teams.
Compliance:	SANS 10400, National Building regulations and any bylaws, GBCSA Interiors and SARS CI Standards by landlord as part of bid requirements.
Building EPC	By landlord, updated as required by legislation during lease period.
Water Security:	2 to 3 days water security solution dedicated to SARS lease required.
Energy Security:	SSEG (Solar / Wind) required for all loads other than HVAC for up to 6 hours coverage. HVAC loads to be covered by suitably sized Prime Generator.
Building Management System:	Leased area BMS controlling HVAC, lighting, air quality monitoring and other parameters required to achieve GBCSA Interiors rating. All lighting led based and occupancy sensor based.
Acoustics:	Acoustic management as per GBCSA Interiors requirements.
Special:	<p>The proposed Gqeberha leased Retail area must be available for a three-month beneficial occupation period prior to opening during 2026/27 financial year.</p> <p>The period will be used for the design development, fit out and occupation readiness preparation. SARS direct services providers (IT and Security) require a 2-to-3-week window for installation and testing within the beneficial occupation window (month three).</p>

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

The Premises:	<p>The premises required will be in a modern retail environment - either a regional retail complex, shopping centre or mall - with typical client interface characteristics and preferably featuring national key tenants and banking institutions. Public bathrooms must be available for SARS client usage.</p> <p>The retail environment must be within close walking distance (less than 0,5 kms) of public transport services, clearly visible from major local traffic routes and within close proximity to public parking facilities.</p> <p>Cognisance will be given to the security features of the proposed premises such as the location and security features of the retail environment. The overall security aspects of the proposed premises will be assessed with the physical evaluation of the premises, which is an integral part of the bid process.</p>
CAD DWG files	At minimum, building Plans and Sections in *.DWG file format that can be read and modified in AutoCAD based software. Site plans preferable.

2.2 Building TWO: SARS Gqeberha Corporate Office

TABLE TWO	
Space Type:	Commercial G1 Office Space or Similiar
Measurement Method:	SAPOA
Measurement Type:	Office Space
Business Demand	3500 m ² Usable
Total Lease Size:	+/- 3500 to 4200 m ² Rentable Area (GLA)
Grade:	A
Parking (Dedicated)	<p>250 total parking bays.</p> <p>+/- 150 covered bays (Basement or solid roof carports)</p> <p>+/- 100 open bays.</p>
Tenant Installation:	Turnkey Tenant Installation (including furniture) will be done to SARS corporate identity specifications by the Landlord, Landlord's professional team and Landlords CIDB Registered

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

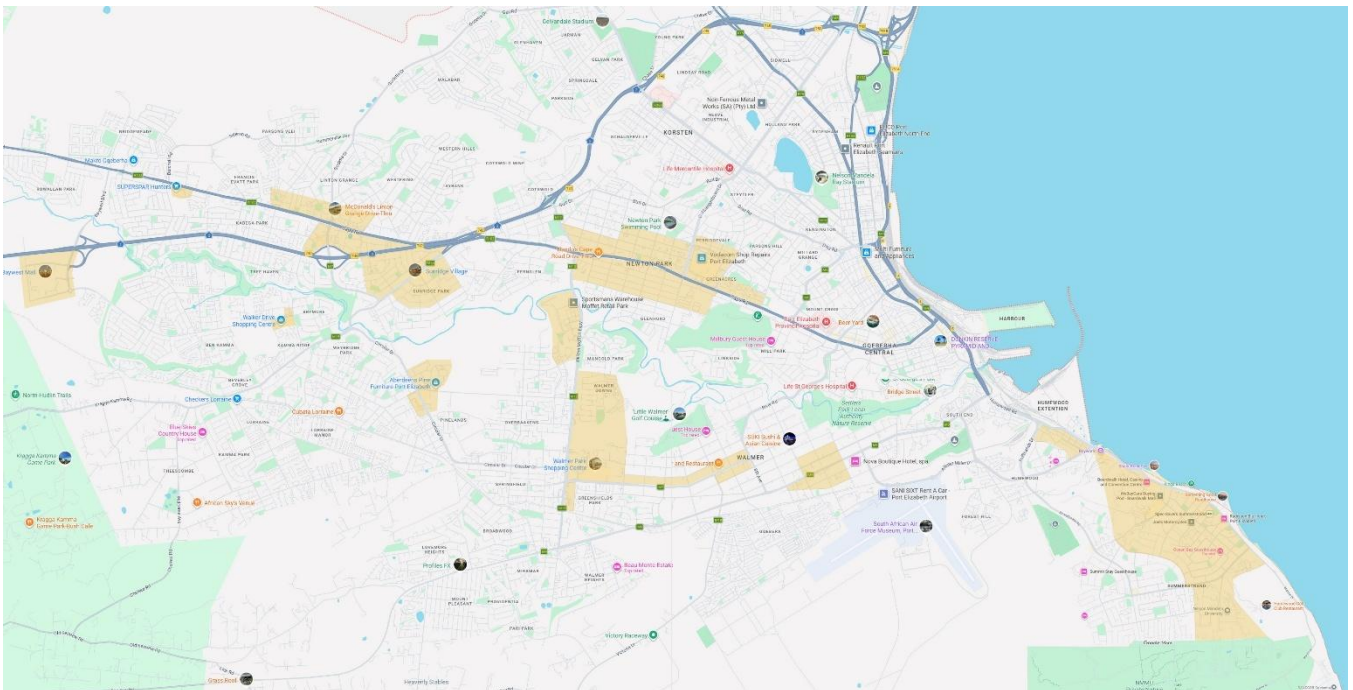
	<p>specialist fitout contractors to GBCSA Interiors 5-star rating. Furniture supplied by landlord via the SARS Furniture Panel.</p> <p><i>Turnkey Exclusions (See special below):</i></p> <ul style="list-style-type: none"> • SARS I.T. • SARS Security.
Relevant Approvals:	All approvals and certifications without exception including (but not limited to) GBCSA, Local Council, Signage, Fire, etc. by Landlord professional teams.
Compliance:	SANS 10400, National Building regulations and any bylaws, GBCSA Interiors and SARS CI Standards by landlord as part of bid requirements.
Water Security:	2 to 3 days water security solution dedicated to SARS lease required.
Building EPC	By landlord, updated as required by legislation during lease period.
Energy Security:	SSEG (Solar / Wind) required for all loads other than HVAC for up to 6 hours coverage. HVAC loads to be covered by suitably sized Prime Generator.
Building Management System:	Building level BMS controlling HVAC, lighting, Fire, Security, Air Quality and other parameters required to achieve GBCSA Interiors rating. Complex energy efficiency management and occupancy-based response management.
Acoustics:	Acoustic management as per GBCSA Interiors requirements.
Special:	<p>The proposed Gqeberha leased commercial office space must be available for a six-month beneficial occupation period prior to opening during 2026/27 financial year.</p> <p>The period will be used for the design development, fit out and occupation readiness preparation. SARS direct services providers (IT / Security) require a 4-to-6-week window for installation and testing within the beneficial occupation window (month four).</p>
The Premises:	The premises required will be in a typical Corporate Park, or in the event that it is located in the same environment as the Service Centre, it will be located on upper floors in an environment clearly designed for commercial offices and not for retail space (shops).

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

	<p>The corporate offices must be within walking distance (less than 1 km) of public transport services, clearly visible from major local traffic routes and within close proximity to retail shopping facilities.</p> <p>Cognisance will be given to the security features of the proposed premises such as the location and security features of the office park environment. The overall security aspects of the proposed premises will be assessed with the physical evaluation of the premises, which is an integral part of the bid process.</p>
CAD DWG files	<p>At minimum, building Plans and Sections in *.DWG file format that can be read and modified in AutoCAD based software. Site plans preferable.</p>

3. Locality Map.

Offers for suitable leased premises for the proposed SARS Gqeberha Service Centre (Retail) / Corporate office (Commercial) locations respectively must fall within the areas identified by yellow shading on the location map below.



Note: A Larger more detailed image map is available – See Annexure A: Locality Map

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

The objectives of relocating to the new premise as follow:

- The building should be aligned with the new taxpayer's service and technology models (Smart Modern SARS).
- Building should conform to new business requirements: size, grade, aesthetic appearance, location, visibility, proximity to retail facilities, proximity to public transport opportunities, major traffic routes and multiple layout options.
- The relocation will introduce new staff working models and lead the mobility service trend, which is designed to potentially yield improved service quality (delivery) to clients.
- Improved Taxpayer experience opportunities.
- Allow for increased reach and enable SARS to better service and educate current taxpayers and traders and potential taxpayers and traders.

4. Bidders Professional Teams.

As bidders are requested to provide for a total turn-key accommodation solution (excluding IT and Security disciplines). It will be a specific requirement that the landlord will appoint a full professional team for the final design, engineering related disciplines and obtain full and comprehensive Council approvals required as per SANS 10400, National Building regulations and any bylaws and GBCSA Interiors 5 star. Bidders are required to provide full details of the professional team that will be appointed in the bid submissions.

Based on SARS' prior experience of similar projects, SARS suggest the following engineering disciplines might be applicable to the SARS Gqeberha project(s):

LEAD: GBCSA Interiors Accredited Specialist – experienced in 5-star fitouts.

- Architect & Interior Designer – Full Turnkey solution, Council Approvals, etc.
- Mechanical Engineers - Heat Ventilation and Air Conditioning service providers
- Mechanical Engineers – Plumbing, Water Security, Water Filtration
- Electrical Engineers – Electrical, UPS, SSEG, Generator.
- Lighting Engineers – Lux Calculations.
- Rational Fire Engineers - Fire detection equipment and systems, Fire Approval.
- PQS – Professional Quantity Surveyor.
- CPM – Construction project manager (TI turnkey specialist).
- BMS – Building Management System Specialist.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

5. Turnkey Tenant Installation by Bidders Professional Teams and Professional Contractors.

The successful bidder/ landlord must fully prepare the premises as per SARS approved design and fit-out standards.

- SARS has provided as ancillary information to this bid document, the SARS Vereeniging and Newtown fit out plans as examples for the *Service Centre* requirements.
- SARS has provided as ancillary information to this bid document, the SARS Kasteel Office Park fit-out plans as examples for the *Corporate Back Office* requirements.

5.1 SARS will provide the successful bidder / landlord with limited conceptual spatial planning based on their specific proposed building(s) and related SARS CI fit-out standards specific to the selected premises allowing the landlord's professional team to do the design work up, final design, full engineer designs and quantification of the fit-out costs.

6. Definition: Turn-Key Accommodation Solution

SARS' understanding of what a total "Turn-Key Accommodation Solution" is, is explained as follows:

- Identification of suitable Retail space for the SARS Service Centre (public facing).
- Identification of suitable Commercial office (G1) space for Corporate back office (non-public facing).
- Leasing and fitout of the identified premise(s).
- Landlord to provide competent T.I. Project Manager experienced in both Retail T.I. fitouts and Corporate office T.I. fitouts to oversee the full Turnkey process.
- Landlord to appoint a full professional team for the full Turn-Key solution incorporating the SARS specific tenant requirements and engineering related disciplines to ensure all compliance and building performance is achieved. All professionals appointed are to mutually represent the interests of both Bidder and SARS in all affairs and in a consistent and fair manner as bound by respective council (i.e. ECSA, SACAP, etc.) requirements.
- Landlord to appoint accredited and experienced GBCSA Interiors specialist (Lead).
- Internal fit-out must conform to the professional teams engineering, building performances, specifications and drawings as guided by SARS inputs on concept plan layouts and SARS C.I. (Corporate Identity) standards to achieve GBCSA Interior star rating of 5. (An option for this to be reduced to 4 exists as a suitable building is yet to be identified). Bidders to note that this is applicable to both buildings (retail and corporate building).
- Full quality and cost management by bidder value engineered to SARS's benefit.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

- Internal fitout includes the supply of all office furniture which must be sourced from a SARS nominated list of Furniture Service Providers (referred to by SARS as the “Furniture Panel”).
- All Signage. Landlord to provide elevation guidelines for the installation of SARS specific internal and external corporate signage. Landlord to facilitate City Council approval for the external signage. Landlord to install signage.
- To be noted that SARS will be providing solar panels and other infrastructure to be installed by the landlord as part of the fit-out of the leased premises, if applicable to the project.
- The landlord must provide standby back-up generator power as part of the accommodation solution for the Retail leased area and prime generator power as part of the accommodation solution for the commercial office leased area.
- Landlord to provide post fit-out Maintenance of specific infrastructure related to the leased premises.
- Landlord to manage and maintain all BMS systems aligned to GBCSA Interior accreditation ratings and running cost reduction.
- Landlord to maintain buildings in line with GBCSA Interiors certification standards.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

7. Financial Limitation.

Bidding Period:

It must be noted that SARS will not contribute to any costs associated with bidders bid generation and bid submission for this tender. All bidders bid at their own financial risk.

Fitout Cost:

It must be noted that SARS will only contribute financially to SARS specific elements of the total turn-key fit-out requirements of the premise(s) only and not towards removal of prior Tenant Installations, etc.

8. SARS Security and Risk Assessment

SARS Security and Risk teams will assess all proposed building and surrounding locations during the tender evaluation period. If SARS deems a building a major security, SARS reserves the right to dismiss said properties from further evaluations, irrespective of how well such offers may meet SARS requirements in other areas. SARS will conduct on site security risk assessment evaluations. Any issues identified by SARS will be discussed with authorized Bidder representative. If Bidders and SARS mutually agree, the identified issues can be mitigated as part of base readiness of building at no SARS cost, then the assessment will be given a pass. If correction of issues identified by SARS is not agreed to by Bidder, the assessment will result in a FAIL, and the bidder will be disqualified from further evaluation.

9. Technical Evaluation – Two Stage Technical Evaluation Process

SARS acknowledges that it would be impractical for a bidder to submit a comprehensively priced bid without detailed planning and specifications available for costing. This tender will therefore be processed as a Two Stage technical evaluation tender.

9.1 Stage 1:

9.1.1 Mandatory Criteria

- Bidders will submit full information on potential buildings that meet SARS's technical requirements.
- SARS Evaluators will confirm that buildings meet the requirements (high level).
- Buildings not meeting high level requirements will be dropped from further evaluation.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

- Bidders to meet with SARS Security and Risk evaluation teams on site.
- SARS Internal Space Planners will generate conceptual Furniture Layout plans to satisfy SARS that the areas / space offered can achieve the SARS workflows required (size, space, layout, shape, etc.).
- Buildings that are flagged by the Space Planners as having unsuitable layouts, shapes, impediments, etc. will be dropped from further evaluation.
- Occupation Certificate issued by City Council for the bigger premise (not the proposed leased area).
- Valid copy of Title Deed of the office Space Property or a Valid Mandate Agreement incorporating the Title Deed and recent Deed Search.
- SAPOA RETAIL area schedule, signed by architect or centre management.

9.1.2 Technical Evaluation (Desktop)

- Bidders information (such as professional teams, CV's, adherence to requirements, etc) will be evaluated. A Score of 75 points is required for the bidders to move to Stage 2.

9.2 Stage 2:

9.2.1 Stage Two (Technical Specifications Pre-Ambles for Pricing Submission)

- SARS will issue conceptual plans only indicating Furniture layouts, wall positions, etc. to bidders whose Building(s) offers have passed Technical Stage 1.
- Bidders will use the general specifications issued by SARS for a typical Service Centre / SARS Corporate back office as a basis for costing the TI aspects for general construction and furniture quantities.
- Bidders will use their own knowledge of their buildings to cost for Building Engineering services, such as HVAC, Fire, Electrical, Generator, BMS, etc. required to meet all SARS specified tender requirements.

9.2.2 Stage Two (Q&A: Technical Full Cost Submission preparation)

- A question and answers period will be implemented in which bidders may ask questions that affect cost.
- SARS will periodically release a full list of all Questions and Answers that affect cost to all bidders who reach Stage 2 Technical Evaluation to ensure fairness in final Cost Submission.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

- Bidders will submit final Tendered Sum Turn-key Costing to Procurement as specified by the relevant procurement guidelines.

Note: SARS technical evaluators evaluating Stage 1 and Stage 2 Technical Evaluation will not see costing. Cost and BEE evaluations will be handled by a separate SARS team during the tender process. For Stage 1 and Stage 2 TECHNICAL evaluation and document preparation, bidders' questions must be limited to technical questions relating to TI fit out, engineering technologies, products and specifications, GBCSA Interior methodology and cost value engineering **principals** but **not actual** costing.

10. Technical Evaluation - Bidders Returnable Documents

All information requested may be scored.

10.1 Comprehensive documentation of proposed building(s) and bidders' information for SARS consideration:

- 10.1.1 Bidders' Company Profile clearing indicating Leasing history and experience.
- 10.1.2 Bidders' proposed Professional Team Company Profiles and key CV's of all professionals including qualifications and **professional body memberships** (i.e. SACAP, ECSA, etc). The Project Managers CV will be scored based on experience.
- 10.1.3 Bidders' professional contractors company CV indicating Tenant Installation type fit out experience (essential for points scoring – min 5 TI Projects).
- 10.1.4 Retail Location Proposal – Service Centre. Align documentation return to requirements listed in Table 1 - Section 2.1 of this document and ensure all tables requirements raised in Table 1 are suitably detailed in bidders' response. Some responses are 'Positive acknowledgment of Requirement' by bidder in writing to satisfy. Include SAPOA retail areas schedule.
- 10.1.5 Commercial Office Location Proposal – Corporate Back Office. Align documentation to requirements listed in Table 2 - Section 2.2 of this document and ensure all tables requirements raised in Table 2 are suitably detailed in bidders' response. Some responses are 'Positive acknowledgment of Requirement' by bidder in writing to satisfy. Include SAPOA office areas schedule.

10.2 Full CAD (electronic *.DWG file format drawings of buildings) that can be opened and subsequently worked on in AutoCAD by SARS Space Planners. Include polylines clearly indicating proposed lease areas for easy area confirmation by evaluation teams. SARS reserves the right to request additional building information in CAD DWG format and bidders will be given 7 calendar days from SARS notification to supply via email or risk disqualification.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

- 10.2.1 Required for SARS technical evaluators to evaluate general area suitability of proposed retail area and proposed corporate area offers. Minimum detail must include plans and sections of proposed lease areas offered. Elevations and site plans are preferable but not mandatory.
- 10.2.2 Required by SARS technical evaluators to evaluate if suitable conceptual layouts (Space Plans generated by Internal SARS Space Planners) can be generated that match the C.I. flow requirements of a SARS Service Centre / SARS Corporate Offices.
- 10.2.3 DWG files referencing static image files (such as embedded PDF, XML, unreferenced XREF's, etc.) are **not** permitted as SARS Space Planners cannot produce concept layouts based on this type of format.

10.3 Photographic Inventory

- 10.3.1 Required for initial desktop evaluation of surrounding area of Retail environment and / or corporate office environment.
- 10.3.2 Required to evaluate visibility of Service Centre Lease from major routes / roads.

10.4 High Level Project Plan(s)

- 10.4.1 Bidders are to submit a high-level project plan for the building(s) they put forward in their bid document. The Project Plan will be initiated on a conceptual start date (indicative), but reasonably accurately map out the design process by bidders professional teams, construction program from when Landlords specialist T.I. contractors establish site, Furniture installations to site hand over to client. Key milestones such as Local council submissions and approvals, large contract periods with long lead times (i.e. Furniture), practical completion, etc. must be indicated, along with the timeslots where SARS Technical Security and IT Teams will be allocated the requested slots for SARS direct contracts to be included in scope.
- 10.4.2 As bidders will be given the opportunity to submit bids for either the Retail Lease solution, or the Corporate Office Lease solution, or both solutions, the bidder is to note that each Turn-Key solution proposed must have its own high level project plan. Please do not use a generic copy and paste approach if submitting two or more bids.

10.5 Compulsory Landlord Documentation / Certificates

- 10.5.1 Submission of a Valid copy of Certificate of Occupancy proving that the building(s) is fully registered and approved by local council is required (total development / premises, not proposed tenant leased areas).
- 10.5.2 Submission of a Valid copy of Title Deed of the Property or a Valid Mandate Agreement incorporating the Title Deed and recent Deed search.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

10.6 Google Maps type plan – verification of access to public transport and parking

- 10.6.1 Bidders are to include a graphical map(s) type image(s) - Google Maps or similar - indicating major public transport nodes for the Service Centre and public parking. For the commercial office, indicate major public transport nodes only.
- 10.6.2 Bidders to indicate Public Toilet locations (Retail building only).

10.7 Critical Infrastructure Verification

- 10.7.1 HVAC – System will be aligned to BMS and GBCSA Interiors requirements (See 11.1). Bidder is to confirm system is fully compliant with requirement or will be modified to achieve requirement as part of the Turn-Key solution offering.
- 10.7.2 Water Security – Bidder is to confirm proposal for Leased premises has existing water security solution in place or confirm in writing that it will be added as part of Turn-Key solution offering.
- 10.7.3 Generators – Bidders is to confirm that space exists for generators to be added to power SARS proposal for leased premises, and that such generators will be provided (backup or prime as specified) as part of Turn-Key solution offering by the bidder.
- 10.7.4 BMS System – Bidders are to confirm that they understand that a BMS system is required by SARS to run and monitor the building and it's infrastructure, and that building services within the proposed leased area and external to leased area must be coupled to the BMS and that the BMS must support the objectives of achieving GBCSA Interiors certification as specified as part of the Turn-Key solution offering (See Section 11.12).
- 10.7.5 SSEG – Bidders are to supply information on space available (Roof, Carport, Ground Mount, etc.) on which SARS may install Solar Panels during the proposed Lease term as part of the SARS Energy Reduction, Renewable Energy implementation and Energy Security drive.
- 10.7.6 EPC – Bidder is to confirm that they understand that they are responsible for EPC certificates to be issued on SARS's behalf as required by legislation as part of the Turn-Key solutions offering.
- 10.7.7 GBCSA Interiors rated fit out – Bidders are to confirm that they understand that SARS will be targeting a GBCSA registered Interiors project of 5 stars as part of the Turn-Key solutions offering and that they will need to ensure that the professional team they propose is capable of achieving this requirement, and that a GBCSA Interiors accredited professional with suitable experience will be part of the proposed professional team. The GBCSA accredited professional may be a "dual role", i.e. A Professional Architect, for example, may also be the accredited GBCSA Interiors Lead.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

11. Supporting Information

11.1 HEATING, VENTILATION AND AIR CONDITIONING

The ventilation of the building **must exceed** the minimum requirements of the Occupational Health and Safety Act, 1993 (Act 85 of 1993 – 27th Edition 2025) and target a 5-star GBCSA Interiors rating score. The premises must be fully air-conditioned, with all maintenance, repairs and replacements the responsibility of the landlord. HVAC must be linked to a BMS programmed to support employee comfort and health, bearing in mind provisions for achieving GBCSA Interior certification ratings.

11.2 ABLUTION FACILITIES

The Retail leased area must have access to public ablution facilities provided inside the mall or retail centre. For the Corporate leased office, all bathrooms must comply with SANS 10400 Table 6 for quantities. The landlord shall provide **new or fully refurbished** ablution facilities for staff and have similar available for clients inside the retail centre. SARS self-ablution facility fittings in both leases are to target a 5-star GBCSA Interiors rating score for water efficiency.

11.3 PEOPLE WITH DISABILITY

Toilet facilities for people with disability (Clients and Staff) must be provided for according to National Building Regulations, SANS 10400 Part S Ver 4 (2025). It must also be noted that SARS is committed to provide dedicated amenities to all visitors to the building/premises (public) amenities, including to people with bodily constraints.

11.4 WATER SUPPLY

The municipal water supply to the premises shall be metered separately for SARS. **SARS will require standby water security supply of at least two days and preferable three days to support the proposed SARS leased area to be provided by the landlord.** SARS will require building level water filtration systems as part of the SARS fit out, and water fittings that achieve 5-star scores for GBCSA Interior certification. Replacement of water filters will be a landlord requirement as part of base leasing costs. Water Security system and water meters shall be linked to the BMS System for monitoring.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

11.5 ELECTRICAL SUPPLY

The power supply shall be metered separately and power factor correction equipment and AVR (Auto Voltage Regulation) equipment shall be installed. The installation shall comply with all relevant regulations and by-laws. All main electrical supply shall be governed with Class I and Class II power supply surge protectors (SPD's). All electrical work to comply with the latest issue of SABS 0142: "Code of Practice for the Wiring of Premises". All electrical meters shall be linked to the BMS system for meter readings. All electrical reticulation shall allow for SSEG integration (Self Consumption only – no grid feedback).

Note: SARS will not contribute to any upgrading / provisioning of additional power supply such as sub-stations, etc

11.6 GENERATOR SUPPLY

to the property / building / premises.

- Back up emergency standby power supply (**Generator: Provision must be made in the fit-out by the landlord at landlords' cost, to be recouped via lease rates and Direct Diesel Usage billing**) for the Retail Service Centre lease. All maintenance by Landlord service provider.
- Primary-continuous / emergency power supply (**Generator: Provision must be made in the fit-out by the landlord at landlords' cost, to be recouped via lease rates and Direct Diesel Usage billing**) for the Commercial Corporate Offices lease.
- All generator systems shall be **BMS Integrated** and shall allow for **SSEG** (Solar or Wind) integration.

11.7 UPS REQUIREMENTS

SARS will provide UPS equipment to be incorporated in the Electrical Engineer's design, specifications and incorporation into the fit-out of the leased premise. Both Solar and Generator input power to feed the UPS and the solution to the leased area(s). The landlord's Professional Team must agree to the proposed location of the UPS, and incorporating the installation thereof with COC's related.

Note: It will be expected from the landlord's electrical engineer to engage the relevant SARS role players to agree with the maximum peak KW/h load SARS's equipment will place on the UPS/Inverters.

In addition, it will also be expected from the landlord's engineer to approve any building's (services and infrastructure) load that will be placed on the UPS.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

The design of the UPS is expected to carry the full load required to maintain SARS's operations in full from when Eskom power may be interrupted until the generators start, up to a maximum of 10 (ten) minutes. All costs, including full maintenance of the UPS, over the full lease period will be for the landlord's costs and must be factored into the landlord's rental offer.

11.8 Lightning Protection

The base buildings - Retail Lease and Commercial Office lease(s) - shall have sufficient lightning protection. (SANS 62305 - All Parts) at bidder's baseline cost. Solar panel arrays require ground rod earthing < 10 Ohm.

11.9 LED Lighting

All interior lighting shall be designed and installed to **exceed** SABS 10114-1:2020 Edition 4, to SARS specific requirements and designed to achieve requirements imposed by GBCSA Interiors certification for Lighting Comfort. All lighting shall be LED, between 4000 and 4500 kelvin. SARS LED lighting specifications shall take preference unless agreed otherwise by SARS. All lighting shall be BMS system linked and controlled.

11.10 Ceiling Heights

The bidder must provide SARS with measured ceiling heights of the proposed premise due to SARS infrastructure requirements.

Retail Lease - The preferred suspended ceiling heights for the retail leased area should be at least 3000mm AFFL with a preferred minimum ceiling void of 600mm from ceiling up to the concrete slab. SARS will consider no or limited use of suspended ceilings in retail spaces where roof heights typically exceed 6000mm (see Newtown Proposal as guidance).

Commercial Lease - The preferred suspended ceiling heights for the commercial leased area should be at least 2700mm AFFL with a minimum ceiling void of 600mm from ceiling up to the concrete slab.

11.11 FIRE PROTECTION & RISK MANAGEMENT

Fire control, safety and risk management shall be in full compliance with the latest National Building Regulations, SANS 10400, as amended and as stipulated by Local Fire Chief requirements. It will be required that a complete ASIB report be submitted, along with all other information regarding Fire Compliance. Fire Systems will be fully linked to BMS systems. **Provisioning, certification, continuous maintenance of the**

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

installations and equipment will be the responsibility of the landlord for the duration of the lease period.

11.12 BUILDING MANAGEMENT SYSTEM

The landlord is to install, maintain and run a full building management System (BMS) in the proposed lease offers as part of the full turn-key bid offering. The BMS must facilitate the delivery of the GBCSA Interiors rating. The BMS must achieve the following key principals:

A. Energy Efficiency and Sustainability

- Intelligent HVAC Management: Streamlining heating, ventilation, and air conditioning to maintain optimal indoor environments while minimizing energy consumption. This includes adjusting temperatures based on real-time occupancy patterns and weather conditions.
- Automated Lighting Control: Utilizing sensors for occupancy detection and daylight harvesting to ensure lights are only used when and where necessary, significantly reducing electricity consumption.
- Peak Demand Management: Monitoring energy consumption to avoid peak demand charges from utility providers and managing renewable energy sources (e.g., solar, batteries).
- Carbon Footprint Reduction: Providing data for sustainability tracking (e.g., GBCSA certifications) and reducing overall CO2 emissions to meet corporate ESG goals.

B. Occupant Comfort and Productivity

- Climate and Air Quality Control: Monitoring and maintaining ideal indoor air quality (CO2 levels, humidity) and temperature to boost employee productivity and comfort, reducing "sick building syndrome".
- Environmental Customization: Allowing automated adjustments of lighting and temperature tailored to specific zones or user preferences as per GBCS Interiors requirements.

C. Operational Efficiency and Maintenance

- Centralized Monitoring (Single Pane of Glass): Integrating HVAC, lighting, security, and safety systems into one platform, eliminating the need for separate control systems and providing a holistic view of building operations.
- Predictive Maintenance: Using data analytics to detect equipment failures or degradation (e.g., identifying a failing fan) before they occur, reducing downtime and extending equipment lifespan.
- Remote Access and Control: Enabling facility managers to monitor and adjust building settings remotely from mobile devices, increasing responsiveness.

D. Security and Safety

- Compatibility with SARS access control systems.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

- Fire Safety and Alarm Management: Integrating smoke detectors and fire alarms with HVAC systems to automatically shut down ventilation in case of fire to prevent smoke circulation, and triggering emergency protocols.

E. Data Analytics and Compliance

- Actionable Reporting: Providing comprehensive reports on energy usage, system performance, and environmental conditions to inform strategic decision-making.
- Regulatory Compliance: Ensuring the building adheres to local energy-saving regulations, building codes, and safety standards.
- GBCSA Interiors Compliance: Ensuring the building adheres to GBCSA Interiors rating achieved.

11.13 VERTICAL MOVEMENTS

Stairs - All stairs must allow free and easy flow of staff and clients.

Lifts – All lifts are to be in **excellent** condition. Lift breakages are to be under SLA of 24 hours (if applicable to property proposed).

11.14 ACOUSTIC AND NOISE

All outside noises shall be reduced to an agreed acceptable level (between 40 and 45 Decibels) * that allows people to perform their functions.

All inside spaces shall achieve GBCSA Interiors acoustic requirements.

*Source the Canadian Society of Otolaryngology. DPW specifications: 45dB within a range of 100 to 1,000 hertz (Hz)

11.15 SECURITY

The bidders must provide detail of the landlord's contribution or provisioning of physical security services to the bigger premises, node and or shopping centre or office building / Office complex. Any costs related must be shown separately in the lease offer.

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

11.16 ACCESSIBILITY TO THE BUILDING

The building shall accommodate disabled people and comply with the **latest** relevant acts, regulations and municipal by-laws, and not necessarily those approved at time of original building construction and Certificate of Occupation.

12 MAINTENANCE

The successful bidder shall be responsible for the maintenance of the exterior and interior elements of the leased premises and shall include at least but not limited to the following maintenance items:

- Windows (including 1x cleaning per calendar month);
- Roofs including water proofing, gutters and rainwater discharge management.
- Repairs to all leaks irrespective of source.
- HVAC and Fresh air supply systems including cleaning the diffusers inside the premise and maintenance of condensate pipes. Chilled water system pipework shall undergo water quality inspections and corrective treatment every 12 months (if applicable).
- LED Light Fittings.
- Building Lightning protection **to latest** SANS standards.
- Electrical supply including small power substation installations inside the premise.
- Fire Protection and Detection installations.
- BMS system and associated maintenance/repairs.
- Fire System Control panels and all associated detection equipment.
- Firefighting equipment.
- Plumbing including back-up water security supply;
- Maintenance of all common of areas related to the leased premise.
- All carpeted areas within Leased Spaces to be professionally deep cleaned in line with carpet manufacturers cleaning requirements every 3 calendar months as part of base lease offer.
- Grounds and gardens if applicable.
- Storm water;
- Parking facilities;
- Washing and maintenance of shopfronts;
- Waste removal;
- Pest control of the shopping centre greater premises and corporate back-office premises, excluding the SARS leased space; (SARS will provide for the leased area).
- Generator Installation and Maintenance (SARS will be billed separately for consumption and usage).

APPOINTMENT OF SERVICE PROVIDER FOR A TURN-KEY SOLUTION FOR OFFICE SPACE IN GQEBERHA FOR LEASING AND FITOUT OVER A PERIOD OF NINE (9) YEARS AND ELEVEN (11) MONTHS

- All Interior Maintenance and maintenance of interior engineering systems (Electrical, Lighting, HVAC, etc) will be done in full adherence to GBCSA Interiors certifications in line with certification star rating achieved.
- SARS will enter an SLA (Also refer to Performance Management) with the landlord for the maintenance of the above-mentioned items.
- Maintenance costs must be reflected separately as part of the lease offer where not specified as part of base offer. These costs will be revised yearly prior to escalation rate review.

13 Performance Management.

Performance Management is viewed as a critical component in ensuring a good relationship between SARS and all its suppliers. The successful bidder/s shall upon receipt of written notification of an award, be required to enter into a Service Level Agreement (SLA) related to the landlord and SARS responsibilities during the leased period.

SARS will only be responsible for the following related to the leased area:

- Cleaning of the interior (excluding deep cleaning of carpeted areas).
- Security for the Tenant areas of the premises.
- Maintenance of SARS loose assets.
- Hygiene services of the SARS own ablutions.

14 ANNEXURES:

- 14.1 **Annexure B – Locality Map** (High-res A3 graphic and URL link to high-res graphics).
- 14.2 **Annexure C – Retail Example - New Town / Vereeniging CAD File**
- 14.3 **Annexure D – Commercial Example – Kasteel Corporate Office Park**