



**SPECIFICATIONS FOR APPOINTMENT OF SERVICE PROVIDER(S) FOR THE PROVISION OF  
CLEANING CONSUMABLES, CHEMICALS, AND INDUSTRIAL CLEANING EQUIPMENT TO THE  
SOUTH AFRICAN REVENUE SERVICE (SARS) OFFICES NATIONWIDE.**

## 1. INTRODUCTION

The South African Revenue Service (SARS) Strategic Plan 2020 - 2024 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 further translates this intent into 9 clear strategic objectives.

The SARS Strategic Objectives are:

1. Provide Clarity and Certainty for taxpayers and traders of their obligations.
2. Make it easy for taxpayers and traders to comply with their obligations.
3. Detect taxpayers and traders who do not comply and make non-compliance hard and costly.
4. Develop a high performing, diverse, agile, engaged, and evolved workforce.
5. Increase and expand the use of data within a comprehensive knowledge management framework to ensure integrity, derive insight and improve outcomes.
6. Modernize our systems to provide digital and streamlined online services.
7. Demonstrate effective resource stewardship to ensure efficiency and effectiveness in delivering quality outcomes and performance excellence.
8. Work with and through stakeholders to improve the tax ecosystem.
9. Build public trust and confidence in the tax administration system.

The Physical Facilities division's mandate underpins the provision of functional infrastructure to support SARS' operational requirements. Key to the mandate is the upkeep of all properties in the SARS portfolio.

SARS has “insourced” cleaning services, and in the development of this service proposition to SARS, cleaning equipment, consumables, chemicals, and training are required to render comprehensive cleaning services.

SARS invites proposals from prospective Service Provider(s) with the requisite experience, skills, and competencies to be appointed for a period of **36 (thirty-six) months** for the provisioning of, but not limited to:

- Cleaning consumables.
- Cleaning equipment.
- Equipment take-on training.
- SARS ongoing equipment maintenance training.
- Supply equipment a factory warranty of **12 (twelve) months** and maintenance for a period of **24 (twenty-four) months** from date of delivery.

- Provide specialised cleaning services training (High access, Hazardous material cleaning, sewer spills etc., disaster management cleaning) at regional locations to be indicated by the Bidder in the returnable schedule.
- Including the above will be publishing soft copies of training manuals.
- Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals.
- Participate in yearly SARS Physical Facilities Cleaning collaboration sessions to enhance the SARS service offering and inform SARS on the latest materials, methodologies, and market trends.

The list of consumables and equipment are not comprehensive and additional types, products and equipment may be added and/ or removed from time to time by SARS.

## **2. SCOPE OF WORK**

The successful bidder(s) shall provide SARS with products, including but not limited to:

- Cleaning solutions, including all cleaning consumables, equipment, chemicals and products, paper products, plastic products, tools, dispensers, and other related industrial cleaning equipment.
- The successful supplier(s) must provide a description of the manufacturer's intended method for dispensing and storing cleaning consumables and products, including material safety data sheets.
- The successful bidder(s) will need to provide procedures, methods, techniques, and systems for all materials supplied in the scope of the contract.
- Physical demonstrations will be required at SARS Regional locations to provide practical training on the equipment and consumables provided.
- The successful bidder(s) will need to provide technical support, training, and repair services for their equipment.
- The successful bidder(s) will need to provide a full training program inter alia: cleaning methods, materials, materials for type usage, methods of calculation, dilution practices, type equipment, practical training, servicing equipment and repair services for their equipment. Training will be required at Regional Centres or Regional Virtual Training as agreed with SARS Physical Facilities.
- The bidders will provide recommendations for solving cleaning problems and make recommendations for reducing costs and maximizing the utilization of labour.
- The successful bidder(s) must provide a description of the equipment required for the cleaning systems recommended.

- Bidders should consider the environment (Eco Preferred or Bio Based) materials and update SARS on and new developments and market trends.
- SARS may consider alternate products that would be more cost-effective for usage.
- Any alternate must meet or exceed the specifications of the approved products.
- Compulsory provision of equipment take-on training.
- Compulsory provision SARS ongoing equipment maintenance training.
- Provide specialised training on specialised cleaning services (High access, Hazardous material cleaning, sewer spills etc., disaster management cleaning)
- Publish soft copies of training manuals,
- Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals.
- Participate in yearly SARS Cleaning collaboration sessions to enhance the SARS service offering and inform SARS on the latest materials, methodologies, and market trends.
- **The service provider(s) will be required to indicate which clusters they are bidding for and will be required to provide the goods and training to all sites listed in that cluster.**
- The catalogue items may be expanded from time to time through, but not limited to the catalogue items included in this bid.
- Items must be priced individually or as per industry packaging sizes noted. Consumables and equipment can be added and omitted from time to time and as and when required. A governed procurement process facilitated by the SARS Procurement Department will be followed to add additional items to the catalogue and will be communicated to all appointed service providers as and when required.
- It will further be required from bidders to compile a Cleaning Catalogue and Manual within 2 months from the date of appointment. The catalogues and manual will be published on the SARS Intranet and a minimum of 153 hardcopy Lever Arch with removable pages printed is required as well. These files to be available at each SARS site where the consumables and/ or equipment is used.

### 3. SUPPLY OF PRODUCTS

The proposed supply of goods must at a minimum provide for the following:

#### **Model number**

- Applicable Product Brochures
- Warranties
- User manuals
- Cleaning materials statement of the product specifications including but not limited to:
  - i. Material Safety Data Sheets (MSDS)
  - ii. Dilution Ratio
  - iii. Manufacturer
- Specification Sheet
- SANS certification, if any.

SARS reserves the right to accept alternatives in any order or combination.

All substitutions must be clearly identified as such within submission documents.

Supplier(s) may be required to provide samples of the proposed product(s) upon request from SARS.

All materials supplied shall be of quality and sub-standards goods will be returned at supplier cost.

Items and equipment offered in terms of this bid, must be new and carry at least a 12-month factory warranty.

All Suppliers must provide documentation to certify they are authorized dealers of the products submitted.

The Service Provider(s) shall provide cleaning consumables and equipment at locations as listed in the pricing schedule in this document. *The locations and quantities will change from time to time and any financial implication resulting from such a change will be processed by SARS Procurement and Legal teams before implementation.*

### 4. TRAINING:

Take on training programs and packages shall be provided per region, at no additional cost to SARS, by the Supplier and made available “as needed” to ensure that all SARS’ employees are properly trained in the use of chemicals, floor care systems, materials, and equipment.

Supplier shall provide once off practical training concerning usage and preventive maintenance on equipment.

Supplier shall provide a comprehensive annual training sessions during the appointment per region with all custodians to cover chemical usage, giving special attention to the following items:

- a. Health and Safety training and compliance.
- b. Bio-hazardous training.

The training program will include, but not be limited to, activities that address the most economical use of the chemicals, safety procedures in the use of equipment and chemicals, time management/scheduling, and compliance with current legislation and regulations including Safety, Health, and Environment (SHE) requirements.

Provide specialised cleaning services (High access, Hazardous material cleaning, sewer spills etc., disaster management cleaning) in conjunction with SIOL (SARS Institute of Learning) and certification at the end of the training.

*Bidders awarded a tender will be required to offer demonstration and virtual training of the material supplied.*

- Publish a training manual,
- Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals also in conjunction with SIOL (SARS Institute of Learning).
- Supplier(s) shall provide at each SARS Location a file containing Material Safety Data Sheets (MSDS) of **all** chemicals issued procedure sheets.

## **5. ADMINISTRATIVE ORDERING AND REPORTING:**

### **5.1 Ordering**

- The supplier shall have ordering procedures that are efficient and user friendly.
- The supplier shall partner with the relevant SARS representative in determining replenishment quantities.
- The supplier shall provide a catalogue containing all contract items, with product descriptions and their recommended usage quantities and calculation practices to use for ordering.
- The supplier shall generate monthly and annual activity reports reflecting the supplies ordered and expenses incurred by SARS.

### **5.2 Product Availability:**

- If a proposed product does not have the availability requested or becomes unavailable, the Supplier must notify SARS immediately.

### **5.3 Warranties:**

- All Suppliers must submit/include any/all warranty information with submissions whether it is expressed or implied.
- Supplier shall guarantee the original purchase of equipment for a period of not less than **12 (twelve)** months from the date of acceptance by owner, that Supplier will replace or repair any defective product during the guarantee period, excluding any item which has been

subjected to accident, alterations, abuse, misuse or neglect by SARS or its employees or that is caused by normal wear and tear.

#### 5.4 Product delivery:

- Delivery costs are the responsibility of the awarded Supplier and must be included in bid pricing.
- Freight Damages: Immediately upon the delivery of product by the Carrier, the awarded Supplier shall inspect the outside of all containers for dents, tears, crushing, or other indication of damage and shall have notation of same made by the Carrier on the delivery receipt. The Supplier shall open all containers, inspect contents, process, and remedy all freight claims and damages.
- Supplier shall replace all damaged items at their own expense.
- All damaged product/s must be removed from the SARS premises and repaired off site. No damaged items to be left on site for repairs.
- It shall be the responsibility of the awarded bidder to be aware of delivery days and receiving hours for all SARS locations. SARS shall not be responsible for any additional charges should the contractor fail to observe specific delivery days and receiving hours.
- Supplier shall deliver all equipment, accessories, and supplies within the required turn-around time from date of approval. In the event the contractor is unable to comply with this time frame, the Supplier shall contact the end-user immediately and obtain written approval to extend the delivery time.
- Supplier shall properly package and handle all items ordered under the resulting contract, in accordance with all applicable regulations.
- Supplier shall deliver equipment, accessories and supplies pursuant to the contract in accordance with the terms and conditions stated in this Request for Proposal (RFP) and Service Level Agreement's (SLA). Repeated failure to meet specified delivery requirements may result in contract termination, or SARS may pursue any other remedies that might be available, at its discretion.

## 6. PRICING

Bidder must ensure that all costs related to the supply of equipment, consumables, chemicals, and other services are presented, no additional costs can be entertained after the tender is awarded.

**NOTE: ALSO SEE PRICING SCHEDULES.**

### 6.1 PRICING STRUCTURE

- Bidders must indicate which Clusters they are submitting prices for.
- Bidders must price all line items per cluster, incomplete pricing will result in the tender not qualifying for further evaluation.

- Details regarding goods and the tender prices are required on the *Pricing Schedules* together with all other tender documents.
- The prices must be fully inclusive based on the scope of goods/ services (Incl. Delivery, Training on Equipment, Consumables, etc.)
- All prices must be **VAT inclusive**.
- Initial take-on delivery, storage, installation, on-site demonstration, and material training costs are the responsibility of the awarded Supplier and must be incorporated in bid pricing.
- Separate charges for take-on training will not be accommodated by SARS.
- Specialised training costs related to the upskilling must be submitted reflecting **THE PROPOSED SARS REGIONAL LOCATIONS WHERE TRAINING WILL BE PROVIDED SHOULD REFLECT** that all sites are covered by the program.
- Separate charges for shipping, delivery and fuel surcharges will not be permitted.

## **7. PERFORMANCE MANAGEMENT**

- Supplier Performance Management is viewed as a critical component in ensuring value for money acquisition and good supplier relations between the SARS and all its suppliers. The successful bidder/s shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with SARS, which will form an integral part of the contract.



**ANNEXURE A: REGIONS**

Clusters	SARS Regions
Cluster 1	Head Office Cluster and Gauteng North
	Gauteng South and Central
Cluster 2	Mpumalanga
	Northwest
	Limpopo
	KwaZulu Natal
Cluster 3	Free State
	Eastern Cape
	Western Cape
	Northern Cape

# **ANNEXURE B: LIST OF OFFICES**

Region	City	Building Name	Type Of Bulding	Total Area m <sup>2</sup>	No of Floors
Western Cape	Bellville	Sabel House	Office	16,006	3
	Cape Town	Revenue Building	Office	470	1
	Cape Town	Project 166	Office	15,000	21
	Cape Town	C.T Airport	Office	180	1
	Cape Town	C.T Airport Cargo Offices	Office	930	1
	Cape Town	17 Lower Long Street	Office	3,122	3
	Mossel Bay	Customs Bldg	Office	280	1
	Oudtshoorn	Allied Building	Office	81	1
	Paarl	Rhoba Building	Office	1,795	3
	Robertson	Customs House	Office	420	1
	Saldanha Bay	Port Of Saldanha	Office	148	1
	Stellenbosch	Valerieda Centre	Office	349	1
	Worcester	Naude Building	Office	2,397	5
	Cape Town	Harbour State Warehouse	WHS	5,200	1
	Cape Town	CT Scanner Site	-	1,108	1
	Cape Town	Mitchell Plein	Office	1,579	1
	Cape Town	Cowry Place	Office	1,827	2
	Cape Town	90 Plein St	Office	470	2
	Upington	Ancorley Bldg	Office	1431	2
	Upington	Goods office, Railway Station	Office WHS	420	1
	Beaufort West	Revenue Building	Office	377	1
	Cape Town	Capemail	Office	34	1
	Kimberley	Orange Toyota Building	WHS	2950	2
	Nakop Border Post	Nakop Border Post Ariamsvlei	Border Post	90	1
	Vioolsdrift Border Post	Vioolsdrift Richtersfeldt	Border Post	112	1
	<b>Total</b>				

Region	City	Building Name	Type of Building	Total Area m²	No of Floors
KwaZulu Natal	Durban	Trescon House	Office	23,125	12
	Durban	Customs Building & Cato Creek	Office WHS	10,446	3
	Richards Bay	Customs House	Office WHS	658	1
	Richards Bay	Bay Side Mall	Office	1,070	1
	Durban	New Pier Building warehouse + Prospecton Warehouse	WHS	7,540	1
	Durban	Customs Scanner Shed and Offices	Office WHS	1,025	1
	Durban	Albany House	Office	12,000	13
	Durban	King Shaka Int Airport	Office	1,410	1
	Durban	Dube Trade Port Cargo Term	Office	611	1
	Durban	King Shaka Int Airport	Office	280	1
	Pietermaritzburg	9 Armitage Road	Office	4348	2
	Umhlanga	29 Equinox Drive	Office	2199	3
	Pinetown	Pinetown	Office	1000	1
	Newcastle	Victoria Mall	Office	2,420	2
	Durban	Durmail	Office	66	1
	Port Shepstone	16 Bisset Street	Office	973	1
	Golela Border Post	Lavumisa	Office	595	1
	Quachasneck Border Post	Eastern Cape, South Africa	Office	135	1

Region	City	Building Name	Type of Building	Total Area m <sup>2</sup>	No of Floors
Gauteng North and Head Office Cluster	Pretoria	Silverton Warehouse	Warehouse and Offices	2,275	1
	Pretoria	Ashlea Gardens	Office	1,560	2
	Pretoria OTO	Menlyn Corner	Corporate Office	1,090	1
	Brooklyn, Pretoria	271 Veale St - ex Landbank	Corporate Office	4,977	3
	Brooklyn, Pretoria	Khanyisa (Incl VDU)	Corporate Office	4,672	3
	Brooklyn, Pretoria	Lehae La SARS	Corporate Office	18,782	21
	Brooklyn, Pretoria	Brooklyn Bridge	Corporate Office	9,213	3
	Pretoria	Pta Revenue Building	Office	7,366	6
	Pretoria	Prospect House	Office WHS	5,124	3
	Pretoria	Customs House	Office WHS	1,800	2
	Pretoria	Iscor Warehouse	WHS	5,962	1
	Centurion	Doringkloof Office Complex	Office	11,255	3
	Pretoria	Walker Creek	Corporate Office	7,283	3

Region	City	Building Name	Type of Building	Total Area m <sup>2</sup>	No of Floors
Eastern Cape	Port Elizabeth	Revenue House	Office	6,564	6
	Port Elizabeth	Port Elizabeth-States Warehouse + Harrower Road Warehouse	WHS	3,060	1
	Uitenhage	1 Young Revenue Building	Office	735	1
	Mthatha	Hillcrest	Office	1,070	2
	Port Elizabeth	Sanlam building	Office	4,507	4
	Port Elizabeth	Forest Hill DDU	DDU	60	1
	East London	Waverley Park Phase 3	Office WHS	9,067	2
	George	New George Office	Office	2118	1

Region	City	Building Name	Type Of Building	Total Area m <sup>2</sup>	No of Floors
Mpumamalaga	Standerton	Receivers Building	Office	3,375	3
	Witbank	Provence Building	Office	3,175	2
	Nelspruit	New Branch Office (Ex Game)	Office	4,305	2
	Nelspruit	KMIA Customs Offices	Office	60	2
	Nelspruit	KMIA Customs DDU	Office	12	2
	Komatipoort	Km 7 Warehouses / Cargo Office	Border Post	1,576	1
	Lebombo Border Post (Komatipoort)	DDU Offices	Border Post	1194	1
	Mahamba Border Post	R543 Mpumalanga	Border Post	300	1
	Mananga Border Post	MR5 Mananga	Border Post	195	1
	Nerston Border Post	R65 Nerston	Border Post	195	1
	Lebombo Border Post (Komatipoort)	Cargo and Admin Offices	Border Post	1220	1

Region	City	Building Name	Type of Bulding	Total Area m <sup>2</sup>	No of Floors
Limpopo	Giyani	Justice Building	Office	1,200	1
	Lebowakgomo	Old Government Building	Office	3,100	2
	Polokwane	Government Building	Office	6,825	6
	Thohoyandou	Medical Centre	Office	1,384	1
	Beit Bridge	Passenger Bldg,	Office	400	1
	Beit Bridge	Cargo Offices, WHS offices, Training Rm, Pause Area and 3 x Warehouses	Offices & WHS	1200	1
	Beit Bridge	Scanner Bldg and Shed	WHS	618	1
	Musina	Musina SANDF Warehouse, Offices, Impounded Vehicle Land with Guard house	Land / Offices & WHS	18910	1
	Musina	Musina Ex SAPS DDU	Land / Offices & Store	1200	1

Region	City	Building Name	Type Of Building	Total Area m <sup>2</sup>	No of Floors
North West	Mmabatho	Komongwe House	Office	2787	2
	Rustenburg	Damelin Building	Office	1948	3
	Klerksdorp	Sodema Building	Office	3137	3
	Zeerust	SPCA DDU	Office	214	1
	Pilansberg Int Airport	Airport Building	Office	38	1
	Mmabatho Airport	Airport Building	Office	60	1
	Kopfontein Border Post	Kopfontein Border Post R 47	Border Post	705	1
	Ramatlabama Border Post	Ramatlabama North West	Border Post	80	1
	Skilpadhek Border Post	Skilpadhek Gopane	Border Post	600	1

Region	City	Building Name	Type Of Building	Total Area m <sup>2</sup>	No of Floors
Gauteng Central, South and Free State	Krugersdorp	Revenue Building	Office	2,521	2
	Lanseria	Lanseria International	Office	118	1
	Johannesburg	Rissik St Bldg	Office WHS	26,420	6
	Sunninghill	Megawatt Park Tax Court	Office	692	2
	Johannesburg	LBC Building (Oracle)	Office	5,500	3
	Randfontein	Revenue Building	Office	1,900	2
	Roodepoort	Horizon View Shop Cnt	Office	1,470	2
	Soweto	Ekhaya Centre	Office	340	1
	Johannesburg	State warehouse	WHS	9,950	1
	Soweto Orlando	Asambhe Soweto Centre	Office	1,375	1
	Randburg	Revenue Building	Office	5,000	1
	Bloemfontein	New Central Govt Bldg	Office	9289	3
	Bloemfontein	Zastron	office	4434	2
	Kroonstad	LMC Centre	Office	1773	2
	Ladybrand	Ladybrand	Border Post	390	1
	Welkom	Standard Bank Building	Border Post	2460	2
	Bethlehem	Maluti Square	Border Post	735	1
	Ladybrand	ladybrand DDU	Border Post	1350	1
	Alberton	SARS House	Office	4,760	2

Region	City	Building Name	Type Of Building	Total Area m <sup>2</sup>	No of Floors
	Benoni	Revenue Building	Office	968	1
	Boksburg	Atlas Building	Office	1,200	1
	Ekhurleni	OR Tambo - State Warehouse + offices	WHS + Office	960	1
	Ekhurleni	OR Tambo New Agents building	WHS + Office	2,557	1
	Ekhurleni	OR Tambo - CTB office	WHS + Office	834	1
	Ekhurleni	OR Tambo - Terminal Building	Office +WHS	1,567	1
	Nigel	Revenue Building	Office	814	1
	Vereeniging	Revenue House	Office	3,130	5
	Alberton	Alberton Campus	Office	28,892	3
	Kempton Park	Denel Aviation North	DDU	3,032	1
	Springs	Sanlam Building	Office	1,922	2
	Edenvale	Edenvale Centre	Office	3,063	1
	Caledonspoort Border Post	Caledonspoort Border Post, Fouriesburg, 9725, Free State, South Africa, 9725	Border Post	40	1
	Ficksburg Bridge	End Bloem Street, Ficksburg, 9730, Free State, South Africa, 9730	Border Post	80	1
	Maseru Bridge	SA Border Lesotho, Maseru N8 Rd	Border Post	176	1
	Van Rooyenshek Border Post	Dewetsdorp, FS	Border Post	60	1