

South African Revenue Service

SPECIFICATIONS FOR THE PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT PROGRAM FOR ALL SARS OFFICES, NATIONWIDE

1. BACKGROUND:

1.1 The South African Revenue Service (SARS) intends to appoint service providers for the provision of Integrated Pest Control Management Program for SARS at Cluster level for all SARS Offices countrywide. The contract will be for a period of 36 months, with an option to renew for two subsequent periods 12 months.

Please note the following:

- The SARS offices are grouped into Clusters;
- The bidder/s can only bid per cluster as a whole and not per office/s within a cluster;
- No electronic copies of bid proposals shall be accepted.

2 DESCRIPTION OF THE PROGRAM:

2.1 This specification is part of a comprehensive Integrated Pest Management (IPM) program for all SARS Buildings listed herein. It should be noted that SARS reserves the right to add or remove buildings as listed as **Annexure A** at its sole discretion during the contract period. IPM is a process for achieving long-term, environmentally sound pest suppression and prevention through the use of a wide variety of technological and management practices. Control strategies in an IPM program include:

- Structural and procedural modifications to reduce food, water, harborage, and access used by pests;
- Pesticide compounds, formulations, and application methods that present the lowest potential hazard to humans and the environment;
- Non-pesticide technologies such as trapping and monitoring devices; and
- Coordination among all Corporate Real Estate management programs that have a bearing on the pest control effort.

Note: Please indicate compliance or non-compliance on a paragraph per paragraph basis to all specifications and bid conditions included in this document. Should bidders fail to adhere to this requirement, it will be assumed that the bidder is not in compliance with the statement/ requirement as specified.

3. SERVICE PROVIDER SERVICE REQUIREMENTS:

Description	Noted
The successful Service Provider shall furnish all supervision, labour, materials, and equipment necessary to accomplish the monitoring, trapping, pesticide application, and pest removal components of the IPM program.	
The Service Provider shall also provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.	
PESTS INCLUDED AND EXCLUDED	
The Service Provider shall adequately eradicate the following Pests:	
<ul style="list-style-type: none"> Indoor populations of rodents, ants, cockroaches, dust, paper mites and spider webs; and 	
<ul style="list-style-type: none"> Individuals of all excluded pest populations that are incidental invaders inside the specified buildings, including winged termite swarmers emerging indoors, bees, wasps, snakes, etc. 	
INITIAL BUILDING INSPECTIONS	
The Service Provider shall adequately suppress the following Pests: The Service Provider shall complete a thorough, initial inspection of each building or site at least ten (10) working days prior to the starting date of the contract.	
The purpose of the initial inspections is for the Service Provider to evaluate the pest control needs of all locations and to identify problem areas and any equipment, structural features, or management practices that are contributing to pest infestations.	
Access to building space shall be coordinated with the Corporate Real Estate Management representative.	
The Corporate Real Estate Management Representative (CRE) will inform the Service Provider of any restrictions or areas requiring special scheduling.	
PESTS VULNARABLE AREAS	
The following areas in all building must be treated: <ul style="list-style-type: none"> DB boards, entrances / foyers, toilets, kitchens and pause areas; Filling and store rooms; Passages; 	

Description	Noted
<ul style="list-style-type: none"> All offices and common areas; and Basements 	
PEST CONTROL PLAN	
The Service Provider shall submit to the CRE representative (or requesting office) a Pest Control Plan at least five (5) working days prior to the starting date of the contract.	
Upon receipt of the Pest Control Plan, the CRE representative will render a decision regarding its acceptability within two (2) working days.	
If aspects of the Pest Control Plan are incomplete or disapproved, the Service Provider shall have two (2) working days to submit revisions.	
The Service Provider shall be on-site to perform the initial service visit for each building within the first five (5) working days of the commencement of the contract.	
<i>The Pest Control Plan shall consist of five parts as follows:</i>	
Proposed Materials and Equipment for Service	
The Service Provider shall provide current labels and Material Safety Data Sheets for all pesticides to be used, and brand names of pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service.	
Proposed Methods for Monitoring and Detection	
The Service Provider shall describe methods and procedures to be used for identifying sites of pest harborage and access, and for making objective assessments of pest population levels throughout the term of the contract.	
Service Schedule for each Building or Site	
The Service Provider shall provide complete service schedules that include weekly or monthly frequency of Service Provider visits, specific day(s) of the week of Service Provider visits, and approximate duration of each visit.	
Description of any Structural or Operational Changes That will facilitate the Pest Control eradication	

Description	Noted
The Service Provider shall describe site-specific solutions for observed sources of pest food, water, harborage, and access.	
Qualified Pest Control Officers	
The Service Provider shall provide photocopies of qualifications from accredited institution and registrations of their pest control officers with the Department of Agriculture for every Service Provider employee who will be performing on-site service under this contract.	
The Service Provider shall be responsible for carrying out work according to the approved Pest Control Plan.	
The Service Provider shall receive the concurrence of the CRE prior to implementing any subsequent changes to the approved Pest Control Plan, including additional or replacement pesticides and on-site service personnel.	
RECORD KEEPING	
The Service Provider shall be responsible for maintaining a pest control logbook or file for each building or site specified in this contract.	
These records shall be kept on-site and maintained on each visit by the Service Provider.	
<i>Each logbook or file shall contain at least the following items:</i>	
Pest Control Plan	
A copy of the Service Provider's approved Pest Control Plan, including labels and MSDS sheets for all pesticides used in the building, brand names of all pest control devices and equipment used in the building, and the Service Provider's service schedule for the building.	
Pest Control Work and Inspection Report or an equivalent.	
These forms will be used to advise the Service Provider of routine service requests and to document the performance of all work, including emergency work. Upon completion of a service visit to the building or site, the Service Provider's employee performing the service shall complete, sign, and date the inspection report, and return it to the logbook or file on the same or succeeding day of the services rendered.	
MANNER AND TIME TO CONDUCT SERVICE	
<i>Time Frame of Service Visits:</i>	
The Service Provider shall perform routine pest control services that do	

Description	Noted
not adversely affect tenant health or productivity during the regular hours of operation in buildings.	
When it is necessary to perform work outside of the regularly scheduled service time set forth in the Pest Control Plan, the Service Provider shall notify the CRE at least one (1) day in advance.	
<p>The service visits must be schedule at the following times:</p> <ul style="list-style-type: none"> • Office Hours : Service visits to start at 15:00; and • Weekends : Service visits to start at 08:00 	
OCCUPATIONAL HEALTH AND SAFETY	
The Service Provider shall observe all safety precautions throughout the performance of this contract	
All work shall be in strict accordance with all applicable Occupational Health & Safety Regulations. And shall provide an Occupational Health and Safety Plan.	
The Service Provider shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.	
The Service Provider shall be responsible for compilation of a Site File which will include all Statutory and Management information for the management of the contracted service. The documents should be submitted within 14 days from the date of tender award.	
<i>Special Entrance</i>	
Certain areas within some buildings may require special instructions for persons entering them.	
Any restrictions associated with these special areas will be explained by the CRE.	
The Service Provider shall adhere to these restrictions and incorporate them into the Pest Control Plan.	
<i>Uniforms and Protective Clothing</i>	
All Service Provider personnel working in or around buildings specified in this contract shall wear distinctive uniform clothing.	
The Service Provider shall determine the need for and provide any personal protective items required for the safe performance of work.	
Protective clothing, equipment, and devices shall, as a minimum,	

Description	Noted
conform to Occupational Health & Safety Regulations standards for the products being used.	
SPECIAL REQUESTS AND EMERGENCY SERVICE	
On occasion, the CRE may request that the Service Provider perform corrective, special, or emergency service(s) that are beyond routine service requests.	
The Service Provider shall respond to these exceptional circumstances and complete the necessary work within three (3) hours after receipt of the request.	
SERVICE PROVIDER PERSONNEL	
Throughout the term of this contract, all Service Provider personnel providing on-site pest control service must adhere to all regulations prescribed by the Department of Agriculture, specifically Act 36 of 1947 related to Pest Control.	
<i>The Service Provider should be able to confirm the following -</i>	
Certificates with accredited institution for all personnel providing service	
Their pest control officers are certified and registered with the Department of Agriculture.	
<u>Note:</u> Failure to do so, could lead to disqualification of the bid submitted.	
USE OF PESTICIDES	
The Service Provider shall be responsible for application of pesticides according to the label.	
All pesticides used by the Service Provider must be registered with the Department of Agriculture as stipulated by Act No. 36 of 1947.	
Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable local laws and regulations.	
<i>The Service Provider shall adhere to the following rules for pesticide use -</i>	
Approved Products	
The Service Provider shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the CRE representative.	

Description					Noted
Pest Register					
A product data sheet must be submitted for every product used and brought on site.					
SARS specifically required the usage of the following chemicals					
Chemical name	Active ingredient	Reg No.	Dilution rate	Pests treated	Noted
Baythroid H	Cyfluthrin	L2198	10g/5l	Flies, fleas, CR's, mosquitoes, bedbugs, ants	
Coopex Dust	Permethrin	L4587	N/A	CR's, fleas, ants	
Crackdown	Deltamethrin	L4584	Light 40ml/5/ Heavy 80ml/5/	Flies, Fishmoths, CR's, mosquitoes, bedbugs, ants	
Dorine	Piperonyl Esbiotrin	L4913	10ml/5l	Flushing & knockdown additive, Mix with residual spray	
Grain Bait	Difethialone	L5657	N/A	Rodent Control	
Insectigas	Dichlorvos	L4612	N/A	Room space spray, Bees and quick	

Description					Noted
				knockdown of full-range insects	
Killem Fly Bait	Methomyl	L4578	250g/5l	Fly control, scatter bait or dilute and spray	
K-Othrine EC 15	Deltamethrin	L5411	CR's 50ml/5/ Fleas 100ml/5/	Flies, fleas, CR's, mosquitoes, bedbugs, ants	
Larvakill	Diflubenzuron	L6119	N/A	Fly larvae	
Maxforce Ant Granules	Hydramethylnon	L5658	N/A	Ants	
Maxforce Gel	Hydramethylnon	L4911	N/A	Cockroaches	
Neopybuthrin	Permethrin	L4582	N/A	Flogging solution, Flies, fleas, CR's, mosquitoes, bedbugs, ants	
Nuvan Profi	Dichlorvos	L1301	N/A	Room space spray. Bees and quick knockdown of full range of insects	

Description					Noted
PCO Flushing Agent	Pyrethrin	L4970	N/A	Cockroach nest identification	
Pybuthrin 44	Pyrethrin	L4629	300ml/1000m3	Fogging solution. Flies, mosquitoes, grain insects & moths	
Racumin Bait	Coumatetralyl	L597	N/A	Rodent control	
Racumin Liquid	Coumatetralyl	L2799	N/A	Rodent control	
Racumin T. Powder	Coumatetralyl	L2800	N/A	Rodent control	
Responser EW	Cyfluthrin	L3174	Light 40ml/5/ Heavy 80ml/5/	Flies, fleas, CR's, mosquitoes, bedbugs, ants	
Tempo SC	Betacyfluthrin	L4544	Light 10ml/5/ Heavy 20ml/5/		
<u>Note:</u> Should a bidder offer any alternative product to the above specified products, a full description (product data sheet), the reasons for recommending the alternative product as well as the environmental impact of the product is to be supplied as an Annexure to the original bid.					

Description	Noted
Pesticide Storage	
The Service Provider shall not store any pesticide product in the buildings specified in this contract.	
Application by Need	
Pesticide application shall be according to need and not by schedule.	
As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area.	
Written approval must be granted by the CRE prior to any preventive pesticide application;	
Minimization of Risk	
When pesticide use is necessary, the Service Provider shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.	
INSECT CONTROL	
Emphasis on Non-Pesticide Methods	
The Service Provider shall use non-pesticide methods of control wherever possible. For example: Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, for swarming (winged) ants and termites, and for control of spiders in webs.	
Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.	
Application of Insecticides to Cracks and Crevices	
As a general rule, the Service Provider shall apply all insecticides as " <i>crack and crevice</i> " treatments only, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.	
Application of Insecticides to Exposed Surfaces or as Space Sprays	
Application of insecticides to exposed surfaces or as space sprays ("fogging") shall be restricted to exceptional circumstances where no alternative measures are practical.	

Description	Noted
The Service Provider shall obtain approval of the CRE prior to any application of insecticide to an exposed surface or any space spray treatment.	
No surface application or space spray shall be made while tenant personnel are present.	
The Service Provider shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to ensure the containment of the pesticide to the site of application.	
Insecticide Bait Formulations	
Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.	
Monitoring	
Sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.	
RODENT CONTROL	
Indoor Trapping	
As a general rule, rodent control inside buildings shall be accomplished with trapping devices only.	
All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations.	
Trapping devices shall be checked on a schedule approved by the CRE.	
The Service Provider shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.	
Use of Rodenticides	
In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control inside buildings, the Service Provider shall obtain approval of the CRE prior to making any interior rodenticide treatment.	
All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals. As a general rule, rodenticide application outside buildings	

Description	Noted
shall emphasize the direct treatment of rodent burrows wherever feasible.	
Use of Bait Boxes	
All bait boxes shall be maintained with an emphasis on the safety of non-target organisms.	
<i>The Service Provider shall adhere to the following five points:</i>	
All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.	
The lids of all bait boxes shall be securely locked or fastened shut.	
All bait boxes shall be securely attached or anchored to floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.	
Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.	
All bait boxes shall be labelled on the inside with the Service Provider's business name and address, and dated by the Service Provider's technician at the time of installation and each servicing.	
STRUCTURAL MODIFICATIONS AND RECOMMENDATIONS	
Throughout the term of this contract, the Service Provider shall be responsible for advising the CRE representative about any structural, sanitary, or procedural modifications that would reduce pest food, water, harborage, or access.	
The Service Provider shall be responsible for adequately suppressing all pests included in this contract regardless of whether or not the suggested modifications are implemented.	
The Service Provider will not be held responsible for carrying out structural modifications as part of the pest control effort.	
However, minor applications of caulk and other sealing materials by the Service Provider to eliminate pest harborage or access may be approved by the CRE representative on a case by case basis.	
The Service Provider shall obtain the approval of the CRE representative prior to any application of sealing material or other structural modification.	
PROGRAM EVALUATION	

Description	Noted
Procurement and CRE will continually evaluate the progress of this contract in terms of effectiveness and safety, and will require such changes as necessary.	
The Service Provider shall take prompt action to correct all identified deficiencies.	
QUALITY CONTROL PROGRAM	
The Service Provider shall establish a complete quality control program to assure the requirements of the contract are provided as specified.	
Within five (5) working days prior to the starting date of the contract, the Service Provider shall submit a copy of his program to the CRE representative.	
<i>The program shall include at least the following items:</i>	
Inspection System	
The Service Provider's quality control inspection system shall cover all the services stated in this contract.	
The purpose of the system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable and/or the CRE identifies the deficiencies.	
Checklist	
A quality control checklist shall be used in evaluating contract performance during regularly scheduled and unscheduled inspections.	
The checklist shall include every building or site serviced by the Service Provider as well as every task required to be performed.	
File	
A quality control file shall contain a record of all inspections conducted by the Service Provider and any corrective actions taken.	
The file shall be maintained throughout the term of the contract and made available to the CRE upon request.	
Inspector/s	
The Service Provider shall state the name(s) of the individual(s) responsible for performing the quality control inspections.	

4. SERVICE PROVIDERS:

4.1 The bid is designed to provide a framework that will enable a broad base of Bidders an opportunity to participate in the provision of integrated pest control services to SARS on a clusters basis. SARS however reserves the right not to award more than one cluster per service provider.

5. SARS INFRASTRUCTURE:

5.1 SARS operates from ±106 offices across all provinces. The total leased area per square meter is provided. The leased area per building does not reflect the total area that has to be serviced. Please refer to the detailed SARS offices on **Annexure A**.

6. SPECIAL CONDITIONS:

Bidders are required to indicate compliance or non-compliance on a paragraph per paragraph basis to all general and bid conditions included in this bid.

7. GENERAL CONDITIONS:

Description	Noted
This bid will be regarded as a term contract whereby certain services may be acquired from successful bidders on an ad-hoc basis over the period of the contracts.	
Bids submitted must be completed in full, for the items specified. A fully descriptive brochure with detailed technical specifications on each service bided for must be included.	
Bidder should note that you can only bid for an entire cluster which consequently includes each building in such a cluster. Please indicate clearly which cluster you are bidding for.	
SARS reserves the right to add or remove offices in the event of new offices being opened or closure of other offices.	

Description	Noted
Service Providers should take note that contractual delivery periods must be strictly adhered to and that any breach of contract in this regard by the appointed Service Provider may result in SARS availing itself of any remedy including cancellation of contract.	
Bidders must please provide proof of Public Liability Insurance not less than the value of R 1 Million per incident (Certified copy of insurance policy) or letter of intent to obtain the liability insurance not less than the value R1 million per incident from the creditable insurance company	
BID BASIS:	
Bidder should have sufficient infrastructure on a national/ clusters basis for the effective execution/ management of the contract which include equipment's, vehicles and office footprint. Bidders must ensure that they clearly indicate exactly for which cluster (s) they are bidding for.	
Bidder may make use of sub-Service Providers. However no separate contracts will be entered into between SARS and any sub- Service Provider.	
Do you make use of sub-Service Providers?	
Have the particulars of the sub-Service Providers been supplied?	
Services will be ordered at short notice from time to time, as and when required, during the contract period.	
Successful bidders will be required, for the duration of the contract, to furnish a quarterly report indicating services delivered in each building per cluster per site.	

8. PRICING:

Pricing is to be based on the requirement contained in this bid document.

- 8.1 All pricing is to include Value Added Tax;
- 8.2 Fixed period pricing – prices must remain fixed and firm for 12 months from the commencement of the contract;
- 8.3 Any orders placed within the contract period, will be paid according to the price applicable at the date of order;
- 8.4 Prices will be checked periodically for market competitiveness; and
- 8.5 Utility charges (water/power) – bidders will not be charged for these.

NB: The Pricing template attached as Annexure B to be completed with respect to the pricing.

9. ADDITIONAL INFORMATION:

a) Proposed Solution

The bidder / service provide must indicate their ability to comply with all the requirements as stated in this bid document.

b) Value Adds

The specifications/ requirement as contained in this document described the minimum requirements of SARS with regard to pest control services. The bidder must provide information on any value adds for consideration by SARS for inclusion into the contract. Please note that the additional value-adds must be priced separately

c) Presence

The bidder must provide information on the company's clusters and national representation, as well as intended sub-contracting.

d) Reference

The bidder must provide a list of references where a similar contract has been undertaken including contract details.

e) Going Concern Status

SARS will, conduct a financial due diligence on the short listed service provider to ensure that the service provider is a viable entity capable of implementing and sustaining the contracted service.

f) Company Profile

The service provider must provide a detailed company profile including the founding company statements as well as the shareholding structure of the company. In addition to that bidders must provide reference of their current/previous client as well as testimonials.

g) Service Provider Registration

Prospective Service Providers / bidders must register as suppliers with SARS before any payment can be made.

10. EVALUATION CRITERIA:

The following table defines the weighting allocated to each major category that will be used for the evaluation of the bid responses. Each major category is defined further in the sections below:

MANDATORY CRITERIA	Failure to submit will results in immediate disqualification
Bidders must provide a valid Pest control certificate of registration from the Department of Agriculture, Forestry and Fisheries for all accredited employees.	Failure to submit will results in immediate disqualification
Bidders must please provide proof of Public Liability Insurance not less than the value of R 1 Million per incident (Certified copy of insurance policy) or letter of intent to obtain the liability insurance not less than the value R1 million per incident from the creditable insurance company	Failure to submit will results in immediate disqualification
HIGHLY DESIRABLE CRITERIA	83

<p>Bidders must please provide company profile which should include:</p> <ul style="list-style-type: none"> • The company background, • Organizational Structure and • Company's physical address. 	
<p>Bidders must please provide the following:</p> <ul style="list-style-type: none"> • list of equipment, including but not limited to the following: <ul style="list-style-type: none"> ○ Multi-purpose sprayers & guns ○ PPE equipment and clothing ○ Fogging machines ○ Safety equipment. • Picture(s) of minimum of 2 vehicles and registration number in the company's name; • picture of your chemical/equipment storage and; • office footprint in the cluster tendering for: provide utility bill or provide lease agreement signed by the Landlord 	
<p>Bidder must provide brief CV of all accredited personnel detailing experience and must attach qualifications from an accredited institution relating to pest control.</p>	

<p>Bidders must please provide the names of two (2) contactable references of their current/recent customers to whom Integrated Pest Control or similar services are/were provided. References to include the following :</p> <ul style="list-style-type: none"> • the company's name; • a contact name; • address and; • phone number. 	
<p>Bidders must please provide us with two (2) testimonial letters from previous/current clients and should be on the clients company letter head signed by the relevant authority, which should include:</p> <ul style="list-style-type: none"> • The duration of the contract • The value of the contract • The reliability and responsiveness and • Projects turnaround time 	
<p>Bidders must please provide Standard Operating Procedures (SOP) in the company's letter head, which should include:</p> <ul style="list-style-type: none"> • SOPs of spraying; • SOPs of gelling; • SOPs of rodent control and; • SOPs of fogging of premises. 	
DESIRABLE CRITERIA	17
<p>Bidders must provide any recommended value-adds related to Pest control</p>	
<p>Health and Safety Policy & Plan:</p> <p>The bidder is expected to supply a copy of the company's Health & Safety policy and plan.</p> <ul style="list-style-type: none"> • The bidder must confirm compliance to occupational, 	

<p>health and safety Act:</p> <ul style="list-style-type: none"> • Occupational Health & Safety Plan, must include: <ul style="list-style-type: none"> ➤ Health and Safety Policy ➤ Scope of work, ➤ Safe Works procedures, ➤ Personal Protective Equipment (PPE) procedure, ➤ Injury on duty (IOD) procedure, ➤ Fall Protection Plan, ➤ Emergency Procedures, ➤ Training Plan 	
TECHNICAL EVALUATION TOTAL	100
<i>Only bidders that score 70% or more on technical evaluation, will be taken for further evaluation</i>	
Pricing	90
BEE Compliance	10
TOTAL IN TERMS OF THE PPPFA	100

11. SERVICE LEVEL AGREEMENT:

Once the Service Provider has been appointed, SARS will enter into a Service Level Agreement (“SLA”) with the said Service Provider. The SLA will include all the terms of the bidding specification, request for proposals and pricing.