



**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 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 also has the right to add or remove offices as and when required.

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 including repairs of existing equipment
- Equipment take-on training.
- SARS ongoing equipment maintenance training.
- Equipment supplied must have a factory warranty of **12 (twelve) months**. This equipment should be maintained for a period of 24 (twenty-four) months from date of delivery.

- Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals.
- Publishing soft copies of training 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 including existing 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 alternative 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 of ongoing equipment maintenance training.
- 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 (Refer to Annexure A) 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 and may not be 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 good 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, chemical and equipment at locations as listed in the pricing schedule. 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 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 practical training concerning usage and preventive maintenance on equipment.

Supplier shall provide comprehensive refresher training sessions during their regional appointment with all custodians to cover the following:

- Health and Safety Training and Compliance.
- Basic Cleaning Principles
- Cleaning Chemical Handling and Usage
- Cleaning Equipment Operation.
- Hygiene and Sanitation Practices.
- Supervisor Cleaning Skills Programme/ 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.

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.

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.

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 products by the courier 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 courier 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. 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.

7. CLUSTERS:

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

8. LIST OF OFFICES:

Region	City	Building Name	Type Of Building	Total Area m ²	No of Floors
Western Cape	Bellville	ABSA building	Office	682	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	Unit 3 Block A, First floor, 13 Bally Crescent, Voorbaai	Office	280	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
	Beaufort West	Revenue Building	Office	377	1
	Cape Town	Capemail	Office	34	1

Region	City	Building Name	Type of Building	Total Area m ²	No of Floors
Northern Cape	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
	Upington	Ancorley Bldg	Office	1431	2
	Upington	Goods office, Railway Station	Office WHS	420	1

Region	City	Building Name	Type of Building	Total Area m ²	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	Kasteelpark	Corporate Office	13,769	9

Region	City	Building Name	Type of Building	Total Area m ²	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 ²	No of Floors
Mpumalanga	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 Building	Total Area m ²	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 ²	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 ²	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
	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

Region	City	Building Name	Type Of Building	Total Area m ²	No of Floors
	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
	Caledonspoor Border Post	Caledonspoor 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 Van Rooyenshek Border Post	SA Border Lesotho, Maseru N8 Rd Dewetsdorp, FS	Border Post Border Post	176 60	1 1

Region	City	Building Name	Type Of Building	Total Area m ²	No of Floors
KwaZulu-Natal	Durban (Trescon Building)	Trescon	TPS & Offices	23105	14
	Pinetown (Branch Office)	Pinetown	TPS	997	1
	Pietermaritzburg (Branch Office)	Pietermaritzburg	TPS	4348	3
	Newcastle (Branch Office)	Newcastle	TPS	2420	1
	Durban (King Shaka International)	KSIA Passenger Terminal	Customs	700	1
	Durban (King Shaka International)	KSIA Dube Tradeport	Customs	340	1
	Umhlanga (Branch Office)	Umhlanga	TPS & Offices	2199	3
	Port Shepstone (Branch Office)	Port Shepstone	TPS	973	1
	Richards Bay(Richards Bay Customs)	Decommissioned	N/A	658	N/A
	Richards Bay (Richards Bay TPS)	Richards Bay TPS	TPS	192	1
	Durban (New Pier Scanner Unit)	Scanner Site	Customs	6300	1
	Durban (Albany House)	Decommissioned	N/A	8500	N/A
	Westville Detector	N/A	N/A	30	N/A

Region	City	Building Name	Type Of Building	Total Area m²	No of Floors
	Dog Unit				
	Durban (New Pier States Warehouse)	NPSW	Customs	7000	2
	Durmail	Durmail	Customs	200	1
	Kosi Bay Border Post	Kosi Bay	Border	200	1