BUSINESS REQUIREMENTS

TENDER SPECIFICATIONS FOR THE SUPPLY, INSTALLATION, DAY-TO-DAY MAINTENANCE AND SUPPORT OF ELECTRICAL SYSTEMS (LOW, MEDIUM AND HIGH VOLTAGE) AT THE SOUTH AFRICAN REVENUE SERVICE OFFICES, COUTRYWIDE

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:

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

The National Operations Enablement (NOE) mandate underpins the provision of functional infrastructure to support SARS’ operational requirements via the National Operations and Enabling Unit (NOE). Key to the mandate is the upkeep of all properties in the SARS portfolio.

2. PURPOSE

The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the potential Service Provider/s, required by SARS to conduct a thirty-six (36) months’ electrical reticulation, supply, installation, maintenance and support services on an "as and when” required basis.

3. OBJECTIVE

3.1 Interpretation / Definition:

- Supply and installation – of electrical reticulation and systems (Low, medium and high voltage) “as and when” requested by SARS.
- Service: to ensure all electrical installations, reticulation and devices are working according to manufacturers or installation specifications, as detailed in this document,

- Maintain: to protect electrical reticulation and systems (low, medium, and high voltage) including lights, plugs, distribution boards, etc. but not limited to, by means of physical repairs and replacement of parts and defective equipment where required by means of:
  - Planned and reactive Maintenance (PM) – Scheduled repairs.
  - Planned Corrective and reactive Maintenance (PCM) – Non-scheduled repairs; and
  - Emergency Maintenance (EM) *– Break down repairs.

4. SCOPE OF WORK

4.1 The appointed Service Provider/s will be required to provide the following:
This is an all-inclusive supply, installation, repair and preventative maintenance contract for electrical reticulation (low, medium and high voltage) including, but not limited to:

4.1.1 Plugs and lights:

The Contractor shall provide day-to-day, reactive, and corrective maintenance of all lighting and socket outlet installations within SARS buildings, including but not limited to the following:

- Inspection, testing, fault finding, repair, replacement, and reinstatement of all lighting circuits and plug circuits.
- Ensuring that all plug circuits and lighting circuits are correctly configured, safely installed, and compliant with SANS 10142-1 and the Occupational Health and Safety Act.
- Replacement of defective luminaires, lamps, ballasts, LED drivers, switches, sockets, and associated accessories on a like-for-like basis unless otherwise approved by the SARS Technical Manager. Fused lights, ballasts, etc to be removed off site after completion of work by the contractor. Certificate for disposal to be provided if required.
- Earth leakage testing of plug circuits to confirm correct polarity, earth continuity, and absence of leakage or floating earth conditions.
- Clear and permanent labelling of lighting and plug circuits at distribution boards following any maintenance or alteration works.
- Rectification of lighting-related safety risks, including overheating fittings, damaged lamp holders, exposed conductors, or non-functional emergency lighting points where applicable

4.1.2 Wiring

The Contractor shall perform all wiring-related electrical maintenance—routine, reactive, and corrective—at SARS facilities. Requirements include:

- All wiring work must comply with SANS 10142-1, the Occupational Health and Safety Act, and SARS standards.
- Responsibilities cover fault finding, repairs, replacement, and reinstatement of single-phase, three-phase, lighting, socket outlet, control, and auxiliary circuits.

- Conductors must be sized for load, fault level, voltage drop, and environmental conditions.
- Replacement wiring must match existing types unless a written upgrade or change is approved by the SARS Technical Manager.
- Wiring must be mechanically protected, installed within approved systems, and securely supported.
- Joints are only allowed inside approved junction boxes, distribution boards, or enclosures.
- All terminations must use approved terminals, ferrules, or lugs; twisted or unsecured connections are not permitted.
- Upon completion, the Contractor must test continuity, insulation resistance, polarity, and earth continuity, reinstate circuits safely, and update labels and as-built drawings as needed.

4.1.3 Distribution boards (including infrared), control panels and enclosures:

The Contractor shall undertake maintenance, inspection, testing, and repair work on all low-voltage distribution boards and associated enclosures installed within SARS facilities, including but not limited to:

- Routine and reactive inspection of distribution boards for loose connections, overheating, corrosion, damaged components, or non-compliance.
- Cleaning of distribution boards and tightening of electrical connections to prevent hot joints and arcing.
- Repair or replacement of faulty circuit breakers, earth leakage devices, contactors, and internal components as instructed through Task Orders.
- Ensuring that all incoming and outgoing circuits are clearly and permanently labelled.
- Verification that all spare or unused ways are fitted with approved blanking plates or spacers.
- Identification and reporting of defects requiring corrective action or compliance certification to the SARS Technical Manager.

4.1.4 Lightning protecting system and bonding

The Contractor shall maintain, inspect, test, and verify compliance of lightning protection systems and bonding installations, including but not limited to:

- Inspection and testing of lightning protection systems in accordance with applicable SANS standards.
- Verification of bonding and earthing continuity to metallic roofs, gutters, downpipes, pipework, and other exposed conductive parts.
- Measurement and recording of earth continuity and resistance values.
- Identification and reporting of defects, non-compliance, or deterioration of lightning protection or bonding systems.

- Submission of test results and compliance documentation to the SARS Technical Manager.

4.1.5 Isolating switches

The Contractor is responsible for supplying, installing, maintaining, replacing, and testing isolator switches under the SARS electrical maintenance contract. Isolator switches must safely isolate electrical equipment such as:

- Air-conditioning units
- Mechanical and ventilation systems
- Kitchen appliances (e.g., hydro-boils)
- Plant machinery needing local isolation
- All isolator switches must be rated for their load, meet applicable SANS standards, and disconnect all live conductors where required.
- Install isolator switches in accessible, visible locations close to the equipment.
- Each switch must be clearly labelled, securely fitted, and mechanically reliable.
- Faulty or non-compliant switches found during inspections or call-outs must be repaired or replaced via purchase order.
- Ensure switches operate correctly, provide safe maintenance disconnection, and pose no safety hazard.
- Test switches as part of commissioning, fault repairs, and compliance checks.

4.1.6 Moulded case circuit breakers (with earth leakage)

Earth leakage protection devices must disconnect phase and neutral conductors together. Devices lacking built-in over-current protection require upstream short-circuit protection.

4.1.7 Infrared scanning:

The Contractor shall carry out infra-red (thermal) scanning of electrical installations as part of compliance verification and preventative maintenance, including:

- Infra-red scanning of distribution boards, switchgear, electrical connections, and critical electrical components.
- Identification and reporting of hotspots, abnormal temperature rises, loose connections, or overloaded circuits.
- Provision of a formal infra-red scan report, including thermal images, digital photographs, findings, and recommendations.
- Submission of reports to SARS Facilities Management for review, approval, and instruction on remedial work where required.

4.1.8 Certificate of Compliance (COC)

The Contractor shall manage and support electrical compliance certification for SARS facilities as follows:

- Verification of existing Certificates of Compliance for validity and applicability.
- Where defects or non-compliance are identified, compilation of a formal defect report for submission to the SARS Technical Manager (Building / Centre Manager).
- Rectification of approved defects upon receipt of a Task Order and issuance of an updated Certificate of Compliance.
- Where no Certificate of Compliance exists, preparation of a defect report and submission for instruction prior to any remedial work.
- Additions and alteration to existing installation would require supplementary Certificates of Compliance
- If further work is necessary, a supplementary electrical certificate must be provided.

Certificates shall cover the entire electrical installation and shall not exclude any portion thereof at SARS Offices, located, countrywide.

4.1.9 Adhoc requirements may consists of the following which is not exhausted, similar and new requirements may be added if needed:

Additional electrical work may be instructed via Task Order where required for operational needs, compliance, upgrades, or refurbishment. Typical additional works include:

- Replacement of degraded or non-compliant wiring and accessories (including trunking/conduit, junction boxes, connectors, and terminations) where deterioration, overheating, mechanical damage Inspection, testing, and reporting on the condition of existing installations (e.g., insulation resistance, polarity, earth continuity, earth loop impedance, and functional testing of earth leakage devices).
- , or insulation failure is identified.
- Upgrading, reconfiguration, or refurbishment of distribution boards, switchgear, and protective devices (MCBs, MCCBs, earth leakage units, contactors, relays) where required due to capacity constraints, fault levels, discrimination/selectivity requirements, or non-compliance.
- Installation or replacement of surge protection devices (SPD) and related bonding/earthing connections where risk assessment or site conditions indicate a requirement.
- Testing, improvement, and remediation of earthing and bonding systems, including earth electrode inspection, earth resistance measurements, repair of main earth conductors, and bonding of exposed conductive parts.
- Minor alterations or extensions to circuits, including rerouting of wiring due to building alterations, office reconfigurations, or equipment relocations, and reinstatement of finishes where required and within scope supplementary certificate should be issued.

- This list is not exhaustive; additional electrical requirements may be added where necessary and will be addressed under the applicable materials and mark-up provisions.

4.1.10 The Standards and Codes of Practice as legislated and prescribed by the industry shall apply to all installations requiring Low, Medium and High voltage Electrical and Instrument Cabling, Racking, Trenching Sleeves and Earthing Reticulation, etc.
Government, local authorities or other statutory bodies' regulations, laws, requirements, or customs which are more stringent than those specified in this project specification. Where no specific rules, regulations, codes, or requirements are contained in this specification nor covered by the above-mentioned codes, the contractor shall, in consultation with National Operations and Enabling (NOE), adhere to internationally accepted modern design and engineering practices in the Electrical and Construction Industry.
Please refer to Annexure A1 for a detailed breakdown of the equipment and offices covered under this contract.

4.1.11 All existing compliance certificates shall be thoroughly verified for authenticity and validity. Each newly appointed Contractor will be responsible for confirming that the existing certificates comply with the relevant statutory and regulatory requirements. Where defects are identified in the installation and/or reflected on the certificate, the Contractor shall compile a formal defect report. This defect report must be submitted to the relevant Technical Manager (Building / Centre Manager), after which a Task Order will be issued. Subject to the Employer’s approval of the identified defects and/or the requirement for a compliance certificate, the Contractor shall rectify the defects and issue a valid Certificate of Compliance accordingly.

4.1.12 In instances where no compliance certificate exists for an existing installation at an affected SARS property, the Contractor shall prepare a detailed defect report and submit it to the relevant Technical Manager (Building / Centre Manager) for further instruction and direction.

4.1.13 The Contractor shall, at the Employer’s cost, provide the Employer with a compliance certificate for all alterations, modifications, or extensions undertaken by the Contractor. The certificate must be issued upon completion of the works and prior to commissioning of the installation.

4.1.14 The compliance certificate issued shall be comprehensive and shall not exclude any portion of the installation but shall cover the installation in its entirety.
This contract also caters for reactive maintenance, including repairs “as and when” required as identified by either routine inspection or a logged work request via the SARS Remedy System.

5. PREVENTATIVE MAINTENANCE PROGRAM AND PRICING

The Preventative Maintenance Program, as described must be performed in accordance SANS 10142-1:2020. All Minor and Major services to be conducted by a suitability technician and/or back up technicians must be available as required from time to time to give prompt service as always required. On Major repairs and escalations leading to downtime or loss to company, contractor will be required to conduct a full detailed Root Cause Analysis (RCA) to prevent this from occurring again.

6. EXAMINE, ADJUST & REPAIR/REPLACE COVERED COMPONENTS

6.1 It is expected that the appointed Service provider/s be responsible for the pro-active maintenance, replacement, repair and adjustment of any part of the equipment should it fail or be worn beyond adequate adjustment.

6.2 Any replacements or repairs shall be of a standard equal to the original installation and where replacement of parts is required the ordering of such materials and implementation of the necessary works shall be planned so as to suit the requirements of the installed equipment and business needs.

7. PROMPT CALL-BACK COVERAGE

7.1 Arrangements for accepting incoming calls at the maintenance contractor's premises must be based on available telephone lines 24 hours a day, 7 days a week.

7.2 On receipt of a call, the maintenance contractor must complete the Job Completion Certificate to show the time of arrival and departure of its Engineer / Technician.

7.3 SARS to issue a call out (via a Remedy incident no) with service level agreement response; this will vary from severity 1 to 3; where severity 1 is for emergency response that comprises of occupational health and safety, then 2 for urgent scope of work and then 3 for all planned activities/projects.

7.4 Where the appointed Maintenance Service Provider is requested to attend to the site outside the hours of 7:00am – 6:00pm on Monday to Friday including public holidays, the appointed Service Provider/s shall carry out all repairs necessary to reinstate the equipment to working order and all costs associated with this service will be deemed to be included by the appointed Service Provider/s.

8. RESPONSIBILITIES OF THE MAINTENANCE CONTRACTOR (APPOINTED SERVICE PROVIDER/S)

8.1 The appointed Service Provider/s must contact the NOE: representative to inform them about the site visit to resolve the given call.

8.2 The appointed Service Provider/s to do telephonic diagnosis on unit to help carry correct spare upon visiting site.

8.3 The appointed Service Provider/s must inform the NOE: Representative in due time about progressive upgrading in accordance with any relevant new compulsory and legislative health and safety requirements."

8.4 It is the appointed Service Provider/s' responsibility to observe the on-going condition of the equipment regarding safe and correct operation. The appointed Service Provider/s shall bring to the attention of the NOE: Representative of any specific areas where periodic adjustment exceeds normal provisions with the equipment.

8.5 In case of a dangerous situation, the appliance shall be temporarily put "out of service" by the appointed Service Provider/s and shall then immediately bring it to the attention of the on-site NOE: Representative and thereafter take corrective maintenance action.

8.6 All replacement materials and other spares and equipment which are necessary in fulfilling this agreement shall be of proper grade and quality for use in the installation and compliant with the manufacturer's specifications, to not compromise the warranty of the equipment in question.

8.7 All the appointed Service Provider/s' original site log cards, reports, records etc, shall be kept in an A4 lever arch file. The file and all the enclosures shall remain the property of NOE: and will therefore be kept in hard copy for record purposes.

8.8 The appointed Service provider/s shall provide within the file as a minimum containing the documents detailed below:

a) The log/ job card with the following -
   - Schedule of maintenance visits.
   - Schedule of repairs and Checklist document.
   - Schedule of call outs due to breakdown or malfunction.
   - A job completion/ compliance certificate/s.

b) Planned preventative maintenance schedule; and

c) A schedule of repairs done including spares used.

8.9 The appointed Service Provider/s is responsible for keeping the result of each intervention due to a failure of the appliance (the type of failure) in a record which shall be available to the NOE: representative on request.

8.10 The appointed Service Provider/s shall guarantee that suitable spare parts shall be available throughout the duration of the contract within a specified time period, and to ensure that maximum downtime is not exceeded.

8.11 For all newly installed equipment/ parts SARS requires a minimum of 12 months warranty.

8.12 Where scheduled repairs which are likely to take longer than one working day (i.e. eight [8] working hours) are planned, approval must first be sought from the NOE: representative before repair work is commenced and the equipment taken out of service. When this is the case, the appointed Service Provider/s shall inform the NOE: Representative at least twenty-four (24) hours in advance of the planned shutdown.

8.13 Where unscheduled repairs resulting from failure of equipment arise and it becomes clear that it will take longer than eight (8) working hours to complete, the NOE: Representative is to be informed immediately, and a forecast provided of the downtime which is anticipated.

9. DURATION OF SERVICE

9.1 The provision of an all-inclusive supply, installation, repair and preventative maintenance contract for electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, etc. at SARS Offices, located, countrywide for a period of thirty-six (36) months. However, the South African Revenue Service has the option to terminate this service with a notice period of one (1) month (30 days), at any given time during the agreed contract period.

9.2 Termination or disqualification is when in violation of any clause or clauses whereby the appointed Service Provider/s is not able to deliver or contravene the agreed services.

9.3 Normal Working Hours and Site Accessibility Times:

WORKING DAYS/HOURS **[EXCLUDING PUBLIC HOLIDAYS]**	**SITE ACCESSIBILITY**
Monday to Friday 07:00 to 16:00	Monday to Friday 07:00 to 18:00

9.4 The above table will assist appointed Service Provider/s to program their activities to undertake tasks [such as systems maintenance or testing] that will be least disruptive outside the core working hours of SARS.

9.5 The SARS reserves the right to request ad-hoc Maintenance and Services outside the above-mentioned hours within reasonable limits. These tasks must be agreed with by the NOE: representative including the respective time frames.

9.6 Guaranteed Service Response Time:

- Severity 1: 24 hours, 7 days a week (within 2 hours of receipt of call)
  Failures that seriously affect occupation of the SARS' operational effectiveness.
  Failures that constitute a danger to personnel or equipment or poses a health hazard.

<u>Note:</u> Target 30 minutes or 1 hour in case of emergencies.

- Severity 2: 06:00 to 18:00, Monday to Friday (within 4 hours of receipt of call)

- Failures that are not causing immediate danger or health hazard.
- Severity 3: 07:00 to 18:00, Monday to Friday (within 8 hours of receipt of call)
- Failures that affect operations, but do not seriously affect occupation or SARS' operational effectiveness.
- Planned activities.

The response time begins when the request is logged with the appointed Service Provider/s' call logging system and is stopped when the appointed Service Provider records the time of arrival and meets with the NOE: representative.

9.7 Call Out and Service Procedure

- Response

  The appointer service provider/s responding to the call will be capable of investigation, restoration, and only in the case of extreme circumstances incorporate temporary alternatives to mitigate the breakdown.
- Service Logbooks, Checklist etc

  All call out times and comments shall be recorded on the SARS job completion certificate, complete with the fault condition and steps taken to remedy the problem as well as record of the name of the person who reported the problem.
- Logbooks shall be kept on site at the NOE office and must be made available to the service providers on request. These documents will be held in a folder as close as possible to the equipment and be scanned monthly to be saved on the NOE: Shared folder.

9.8 Spares and Replacement Parts

- The contract includes all electrical reticulation preventative maintenance and repair of electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, any other adhoc electrical requirements, etc, service and maintenance.
- Provision of preventative maintenance for electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings,

cables and glands, busbar trunking, cable trays, earthing and bonding, tests, any other adhoc electrical requirements, etc.

- Reactive maintenance and repair of electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, any other adhoc electrical requirements, etc. “as and when” required.
- Repairing system faults or repair/ replacing defective components etc. (as detailed in the sections for mandatory tasks and equipment schedules elsewhere in this document).
- Spares and replacement parts are to be excluded from this bid and if it should be required the price should be inclusive of, i.e., overheads, profits, transport cost to be included, etc. as SARS will not entertain any additional costs not specifically provided for by the appointed Service Provider/s.

  Note *- SARS reserves the right to request to the Service provider’s original invoice against which it will verify the price plus mark-up. All information will be treated as highly confidential.*

10. SERVICE CONDITIONS

10.1 Contract will include an all-inclusive supply, installation, repair and preventative maintenance contract for electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, etc. at SARS Offices, located, countrywide.

10.2 Provision of preventative maintenance of electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, etc. and the provision of logbook or the like;

10.3 Reactive maintenance/ repair of an all-inclusive maintenance of electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection,

fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, etc. components and equipment, when required, as notified through either call-out logged, work requests or routine inspection.

10.4 Maintenance normally associated with general servicing, inspection, and repairing system faults etc.

10.5 The service provider must be able to dispatch multiple teams to different SARS offices as needed

10.6 All SARS offices will participate in this electrical contract on an as and when required basis. SARS reserves the right to add or remove offices as per operational requirements.

11. TASKS AND ACTIVITIES

10.7 General Requirements

Tasks not specified in this document will be identified and associated costs to be mutually agreed in writing between the approved Service Provider/s and NOE and the Procurement Unit. The cost should be inclusive of, i.e., overheads, profits, transport cost to be included, etc. as SARS will not entertain any additional costs not specifically provided for by the appointed Service Provider/s

All written deliverables must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise).

All document deliverables must be in formats (hard copy and electronic) i.e. industry accepted standards (e.g., MS Word, MS PowerPoint, MS Project).

The SARS will complete a review of each submitted deliverable within the specified working days as listed elsewhere in the document / or as notified per occasion from the date of receipt.

12. CONDITIONS OF CONTRACT

- The approved Service Provider is required to:
  - Be CIDB registered and have a minimum rating and accredited for all-inclusive supply, installation and preventative maintenance contract for electrical reticulation (low, medium and high voltage) including, but not limited to wiring, distribution boards, isolating switches, moulded case circuit breakers, earth leakage protection units surge protection, fuse switches, high rupturing capacity fuse links, contactors, luminaires for incandescent lamps, light switches, light sensitive control units, socket outlets, transformers 230v/32v, isolating and safety isolating transformers, power points, conduit and associated fittings, cables and glands, busbar trunking, cable trays, earthing and bonding, tests, etc. at SARS Offices, located, countrywide.

- Contractor Technician must have a:
  - Minimum of a Diploma or Higher qualification in Electrical Engineering for the Supervisor.
  - Minimum of 3 Years experience in Electrical maintenance (Low/ medium voltage).
  - There must be at least one Electrician with a Wiremen's License.
- Comply with all relevant employment legislation and applicable bargaining council agreements, including UIF, PAYE, and TCC. etc.
- Provide Public Liability Insurance or a letter of intent to the value of R 1 million.
  The Contractor shall, at its own cost and expense, for the duration of the agreement have and maintain in force, to the reasonable satisfaction of the Employer, sufficient public liability Insurance cover, to the value of a minimum of R1 000 000.00 (one million Rand), in order to cover the Contractors' potential liability in terms of the agreement in general.
- Conduct business in a courteous and professional manner and in accordance with the associated industry's standards and norms regarding preventative maintenance and installation of new equipment or spares.
- Ensure that all personnel working under this contract are in good health and pose no risk to any SARS employees in case of accidents caused by ill health that may lead injuries.
- Comply with the SARS security and emergency policies, procedures, and regulations (A copy of the said procedures and regulations will be available upon request).
- Ensure that all work performed, and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act and any Regulations promulgated in terms of this Act and the standard instructions of the SARS (A copy is available upon request).
- Maintain their equipment in good order to comply with the SARS' occupational health and safety standards (a copy will be available on request).
- Ensure that all personnel working under this contract are adequately trained regarding the relevant systems and equipment that he/she will work on prior to the commencement of the contract.
- Provide all personnel working under this contract with uniforms, which state the name of the appointed Service Provider/s and that can be clearly identified from other Service Providers, SARS staff, etc. The SARS reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement.
- Ensure that replacement fully trained staff are available should the need arise.
- Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are always worn.
- Ensure that the SARS is informed of any removal and replacement of personnel for security reasons.
- Upon receiving a Purchase Order all staff of the contractor will be required to complete a SARS Oath of Secrecy; the SARS reserves the right to vet all personnel working under this contract.

- Provide management reports to the SARS' NOE Facilities Manager monthly. The document shall report on various services and shall cover all work performed and completed during the month.
- The Service Provider must submit resources and equipment schedules including spares availability.

13. THE SOUTH AFRICAN REVENUE SERVICE SHALL

- Conduct business in a courteous and professional manner with the appointed Service Provider/s.
- Provide appropriate information as and when required and only in situations where it is required by the appointed Service Provider/s to fulfil their duties.
- Not accept responsibility for any damages suffered by the approved Service Provider/s or their personnel for the duration of the contract.
- Not accept any responsibility of accounts/expenses incurred by the appointed Service Provider/s that was not agreed upon by the contracting parties.
- Not be liable to provide storage facilities in respect of spares, equipment, tools, or personal belongings of the service provider or his personnel.

14. NOTESTO BIDDERS

- Bidders must take note that the tender is sub-divided into nine (9) SARS Regions.
- Bidders are required to quote only for regions which they are bidding for
- Bidders must note that, for the purposes of tender evaluation under Gate 3 – Stage 1, the evaluation will be based on the unit prices submitted in Tables 3 to 6 and the average percentage mark-up submitted in Table 7 of the Pricing Schedule.
- Unit prices quoted in Tables 3 to 6 will contribute 40% of the total score, while the pricing submitted in Table 7 will contribute the remaining 60% of the total score. The combined score from these tables will be used to determine the bidder's final price evaluation score out of 80 points

Annexure 1A: SARS List of offices per Region

Town	Building Name	Leased area m²	No of DB's
Region 4 – Mpumalanga			
Standerton	Receivers Building	3375	3
Emalahleni (Witbank)	Provence Building	3175	1
Nelspruit	New Branch Office (Ex Game)	4305	1

Note: SARS reserves the right to add or remove any of the above-mentioned sites, without the prior approval of the appointed service provider.

SERVICE PROVIDER/S CONTACT DETAILS DURING BUSINESS HOURS

TABLE

Callouts	Primary Number	1st Alternative Number	2nd Alternative Number
Helpdesk/office			
e-mail address			
Mobile number			
After hours tel. number			