

**RFP 20/2025B – PART 2**  
**MAINTENANCE OF APC UPSs AT SARS DATA CENTERS**

SOUTH AFRICAN REVENUE SERVICE – REQUIREMENTS AND SPECIFICATIONS

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## 1. Executive Summary

The purpose of this document is to describe the SARS business requirements for the supply, inspection, maintenance, break-fix, upgrade and replacement of the UPSs (Uninterruptible Power Supply) located at the SARS data centres in Brooklyn and Alberton (hereinafter referred to in this document as 'sites') for a period of 5 years.

To meet these requirements, SARS invites the submission of proposals from suitably qualified Bidders to enter into the Agreement as set out in this RFP. These Services will be delivered by the successful Bidders according to the specifications set out below as well as in accordance with the conditions in the Agreement.

The objective of the resultant Agreement is to ensure the optimum availability of ICT services to SARS business, by maintaining an adequate and stable ICT environment with effective and reliable standby power.

To achieve this, the appointed Service Provider will ensure that the UPSs and related infrastructure are regularly inspected, maintained, serviced and tested, and that repairs and equipment upgrades/replacements are promptly and effectively carried out in accordance with the Agreement. Effective maintenance and break-fix services for outsourced UPS systems will ensure the reliability, efficiency and longevity of these systems.

A key requirement for potential service providers is that UPS maintenance must be a core component of their business offering.

## 2. Compliance and Safety

- **SANS 474:** Related to the maintenance and testing of Uninterruptible Power Systems (UPS)
- **SANS 10142-1:** Wiring of premises, specifically low-voltage installations
- **SANS 10142-2:** Wiring of premises, specifically medium-voltage installations
- **SANS 10400:** Application of National Building Regulations (Covers building safety, fire protection, ventilation, noise control etc.)
- **OHSA:** Health and safety of persons in connection with the use of plant and machinery

The Service Provider must also comply with any other related standards and regulations applicable to the services provided.

The Service Provider must possess a thorough understanding of these standards and comply with them to ensure the safety of SARS sites and personnel, as well as adherence to all applicable legislation.

### 3. Service Definitions

The scope of the intended Agreement will cover ICT Facilities at the following sites:

Site	Location	Note
Le Hae la SARS	229 Bronkhorst Street, New Muckleneuk Pretoria, 0181	Main SARS Data Centre
Alberton Campus	28 St Austell Street New Redruth Village Alberton, 1449	SARS Data Centre

#### 3.1. Business Service Area

The potential bidder must have an established presence in the Tshwane, Johannesburg or Ekurhuleni metros, with adequate field technicians in each metro.

#### 3.2. In-Scope Infrastructure

The in-scope infrastructure is as follows:

- UPSs
- Related DB's (UPS input or output)
- UPS Maintenance Bypass Panels
- Batteries

#### 3.3. UPS Brand

Even though the scope currently only caters for the APC UPS brand, SARS may at a later stage change to a different brand UPS for operational reasons.

#### 3.4. In-scope Services

The in-scope services are as follows:

- Preventative Maintenance
- Break-Fix
- Ad-hoc Projects, including upgrades, enhancements, and the supply of new UPS's, risk assessments

- Provision of related consumables and infrastructure
- Housekeeping of the UPS areas
- Certificate of Compliance (COC)

#### 4. Service Coverage

SARS requires 24 X 7 service coverage, and the required response and resolution times are the same regardless of time of day, weekday, weekend or public holiday. The bidder must demonstrate representation in Johannesburg, Tshwane, or Ekurhuleni metros to service the listed sites according to SARS Service Levels.

#### 5. Availability

All Services identified in section 3.2 require 24/7/365 availability, including weekends and Public Holidays.

#### 6. Service Levels

Even though SARS UPSs are configured for N+1 power redundancy, SARS requires that services be restored quickly as some ICT infrastructure can only run for a limited time on a single power source.

##### Service Levels for Break-Fix

	SLA	Response Time	Time to Site	MTTR
	Standard	30 min	2 hrs	6 hrs
	Elevated	15 min	1 hr	4 hrs

**“Standard SLA”** shall mean the required standard of service and related response time during “normal” operations.

**“Elevated SLA”** shall mean the temporary increase from to a higher standard of service that will require more comprehensive support and higher response times.

**“Response Time”** shall mean the maximum time allowed for service provider to acknowledge and begin mobilising resources after an incident after it has been reported.

**“Time to Site”** shall mean the maximum time allowed for service provider to physically arrive at a site after an incident has been reported.

**“MTTR”** – Mean Time to Repair – shall mean the average time to restore services after a failure.

Standard response times are required for most of the year, with elevated response times only required at critical periods, when SARS requires high availability of its systems and cannot afford or tolerate system outages due to power or cooling issues. In these situations, the deployment of onsite or dedicated resources may be necessary to ensure prompt response times. Elevated SLA's will in such cases be activated in advance for a specific number of days, depending on operational requirements.

The notice period for elevated response times will be one week.

Regarding the desired MTTR, SARS has taken the following into consideration:

- Typical MTTR for UPSs ranges from 2 to 8 hours, depending on the complexity of the fault, availability of parts, and technician response time.
- Best-in-class MTTR for high-availability data centres is 4 hours or less.

To assist the service provider to achieve the desired MTTR, SARS and the Service Provider can agree on the stockholding of spares in support of the stated MTTR based on the Service Level:

- Agreed stockholding of common spares that the service provider will keep in their service vehicles.
- Agreed strategic spares that the service provider will keep in stock at their premises.
- Agreed strategic spares that SARS will keep onsite.

## 6.1. Change Management

If a change is required to rectify a Break-Fix incident, then Service Provider must adhere to SARS Operational Change Management Procedures. Depending on the associated risk and impact of such activities SARS Operational Change Management may force such activities to fall outside the designated Service Coverage Period. If so, then the Service Levels do not apply to the extent that SARS Operational Change Management has delayed the repair time.

## 6.2. Penalties

Penalty clauses will be negotiated with the successful bidder, in order to ensure that both parties agree on fair and reasonable terms. The discussions around appropriate penalties will take the following into consideration:

- Agreed stockholding of common spares that the service provider will keep in their service vehicles.
- Agreed strategic spares that the service provider will keep in stock at their premises.
- Agreed strategic spares that SARS will keep onsite.

SARS imposes penalties to promote the following behaviours:

- The service provider is always contactable through the agreed channels.
- The service provider displays the required competence, knowledge and professionalism to repair SARS equipment.
- The service provider demonstrates commitment to resolve break-fix incidents as quickly and effectively as possible.
- The service provider demonstrates reliability.

## 7. Elements of the Required Services

### 7.1. Preventative Maintenance

Carrying out of inspection and maintenance activities for SARS UPS's, in accordance with checklists and schedules as determined by best practice, manufacturer's specifications and by SARS, to proactively ensure the continued and optimal functioning of equipment.

### 7.2. Break-Fix

The repair of UPSs must be performed in accordance with the Service Levels set out in the Agreement. A ticket will be logged by the responsible SARS person for resolution by the service provider when break-fix services are required.

### 7.3. Related Ad-hoc Work & Specialist Services

Ad-hoc projects include the relocation, order, delivery, installation, commissioning and upgrade/enhancement of UPSs and related infrastructure, as well as contracting of relevant specialist outsourcing services.

SARS will submit the scope of work for any related ad-hoc work to the appointed bidder. The bidder must submit a quotation to SARS for approval before commencement of work. SARS may also request additional skills for execution of ad-hoc work that are over and above the ones listed on this BRS and supporting Pricing schedule.



SARS reserves the right to benchmark all costs related to related ad-hoc work to ensure that they align with prevailing market rates.

## 8. Monitoring

All UPSs are currently monitored using tools like Netbotz. Monitoring of UPSs is the responsibility of SARS. A ticket will be logged by the responsible SARS person for resolution by the service provider in the event of a fault being detected.

## 9. UPS Details & Related Infrastructure

The list of UPSs per site are as follows:

	Location	UPS	Make/Model	Commission Date	UPS (kVA)
	Le Hae la SARS	UPS A	APC Galaxy 7000	2013	500 kVA
		UPS B	APC Galaxy 7000	2015	500 kVA
		Squash Court A	APC Galaxy 7000	2013	250 kVA
		Squash Court B	APC Galaxy 7000	2013	250 kVA

The details of the UPS batteries are as follows:

	Location	UPS	Battery Type	Quantity
	Le Hae la SARS	UPS A	Lead-Acid	240
		UPS B	Lead-Acid	240
		Squash Court A	Lead-Acid	88
		Squash Court B	Lead-Acid	88

It must be noted that even though there are currently no APC UPSs at Alberton Campus, the possibility exists that APC UPSs may be added at a later date at Alberton Campus.

## 10. Description of Works

### 10.1. Preventative Maintenance

UPSs must be checked and serviced quarterly to ensure reliable and safe operation. The following quarterly Service and Maintenance activities are minimum requirements for a UPS. These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other OEM recommended maintenance activities. Maintenance activities should all be done and must at the least include the activities outlined in Appendix A:

#### **Costing for Maintenance Services must cater for the following:**

- Four inspections/services per year which comprises the following:
  - Three routine inspections/services per year as per agreed checklist
  - One major service per year as per agreed checklist
- No markup on parts, i.e. SARS will only pay for labour and delivery costs only
- Fixed monthly base fee for quarterly UPS maintenance includes:
  - Labour
  - Travel
  - Travel time
- Fixed monthly fee excludes:
  - Break-Fix
  - Parts
  - Delivery costs
- Subsequent to maintenance being completed at a site, a quotation must be submitted to SARS IT Facilities within 3 business days for any required repairs
- Repairs can only commence upon receipt of official approval by SARS IT Facilities
- All repairs done in line with the quotation will be executed according to Break-Fix services as per section 10.2
- SARS reserves the right to benchmark the amounts charged for spares

### 10.2. Break-Fix

Break-Fix maintenance shall comprise, at a minimum, of the following:

- Fault finding and resolution
- Repair and/or replacement of parts

- Drafting of scope of work for repairs and issuing of quotation or itemised bill of quantities for such works
- Guaranteed response within the SLA

The costing for break-fix is based on a fixed monthly fee per equipment per month, and **includes** the following:

- Labour
- Travel
- Travel time
- One (1) site visit per month to inspect the infrastructure covered in this agreement

The appendix summarizes break-fix and maintenance history for the in-scope infrastructure, showing average monthly incidents as well as the maintenance history of the infrastructure.

The monthly fee **excludes** the following:

- Parts
- Specialist outsourced services

Additional requirements related to break-fix are as follows:

- The monthly break-fix fee applies to the Standard SLA.
- A daily surcharge will be applicable for break-fix in cases where SARS has increased SLA levels from Standard to Elevated.
- The potential bidder must provide both the monthly equipment fee and daily surcharge in the pricing sheet.
- In cases where a quotation was submitted for break-fix repairs, these repairs can only commence once SARS has officially accepted the quotation.
- SARS further reserves the right to benchmark the amounts charged for spares to ensure that they are market related and fair.
- No markup on parts
- Availability of common spares kept in service vehicle in line with the agreement that the bidder must conclude with SARS as part of the SLA and Penalty discussions

### 10.3. Service Provider Responsibilities

- Maintaining the ICT Facilities Infrastructure that form part of the scope of this document in a good working condition to provide optimal availability of ICT services through a clean, safe and stable environment. This will be achieved through effective quarterly maintenance, quality service and break-fix calls.
- Service Provider must have agent accreditation for both Schneider Electric APC and Delta UPSs.
- Technicians performing the servicing of SARS UPSs must be trained, qualified, certified, and fully conversant with what needs to be done, including compliance with relevant legislation.
- Any faults or problems found must be reported to SARS and attended to as expediently as possible.

## 11. Management, Reporting and Documentation

### 11.1. Call Management

- A single point of contact must be provided by the Service Provider for call logging, reporting, escalation, call tracking, and other related communication between SARS and the Service Provider. The contact point must be available to take calls 24x7.
- All calls must be referenced to the SARS Incident number and tracked to completion, with prompt feedback and reports provided to SARS.
- A Service report must list the main items being inspected, maintained or repaired and signed by the technician as having been completed.
- The Service report must be countersigned by the onsite SARS contact person and submitted with the monthly report and together with the invoice for charges connected with the service provided.

### 11.2. Problem Determination and Incident Management

- SARS IT Facilities staff will take responsibility for keeping the SARS Incident Management system (Remedy) up to date as required by SARS procedures.
- From time to time and on request by SARS, Service Provider will supply support resources for problem determination on a time and material basis.
- The Service Provider will ensure that the correct resources are applied to resolving incidents and problems.

- Incident tracking and follow through must be provided to ensure that incidents are completely and satisfactorily resolved, and to keep SARS informed of the call status.
- The Service Provider must keep a call log and evaluate incident records to identify and analyse unreliable equipment, repeat calls, or any out of line situations. This should be reported to SARS at review meetings, or immediately for urgent exceptions

### 11.3. Records

The Service Provider must keep detailed records in their own system regarding the performance of all activities.

### 11.4. Monthly Reports

Monthly reports must be provided on all Break-Fix and Maintenance activities.

### 11.5. Review Meetings

- Review meetings between SARS ICT Facilities department and the Service Provider will be held at agreed intervals to discuss activities and performance, and to plan the on-going Maintenance operations.
- Special meetings may at times be called to discuss urgent matters, crisis situations emergencies etc.

### 11.6. Oath of Secrecy Declaration

All Service Provider personnel and sub-contractor personnel who will be working at SARS sites or otherwise access SARS Confidential Information, systems or network will be required to sign a SARS Oath of Secrecy declaration (SARS Oath of Secrecy).

### 11.7. Quality of Work

The Service Provider will be fully responsible to maintain the ICT Facilities Infrastructure at a level of reliability and performance as to ensure optimum availability to SARS.

### 11.8. Performance Management

The satisfactory performance of the Agreement is of high importance to SARS, as the reliable operation and availability of the ICT Facilities Infrastructure is a key component to the availability of SARS's ICT services.

Performance and Penalty clauses will be negotiated with the successful bidder, in order to ensure that both parties agree on fair and reasonable terms. The discussions around appropriate performance targets and penalties will take the following into consideration:

- Agreed maintenance checklists base on input from the successful bidder, SARS, as well as the OEM recommendations.
- Agreed stockholding of common spares that the service provider will keep in their service vehicles.
- Agreed strategic spares that the service provider will keep in stock at their premises.
- Agreed strategic spares that SARS will keep onsite.

## 12. RFP Requirements.

### 12.1. Bidder Experience – APC UPSs

A Bidder must have previous experience and a verifiable track record of supplying the Services to customers similar in complexity to the SARS requirement.

UPS maintenance must be a core component of the business offering of the potential bidder, i.e. the bidder must *not* rely on outsourcing services or sub-contractors to be able to provide the required service. Only non-core services like transportation may be outsourced.

SARS has developed qualifying criteria for APC UPSs in consultation with the OEM stakeholders for APC UPSs, the objective being to ensure that the successful Bidder is authorised to work on these UPSs and has access to the required spares and support.

The qualifying criteria for APC UPSs are as follows:

- The Bidder is classified as a Tier 2 reseller - must be able to generate a certificate on the Schneider Electric portal to confirm status.
- The Bidder is recognized as a “Power Continuity” Expert by Schneider Electric – must be able to generate a certificate from the Schneider Electric portal to confirm status.
- Technicians representing the Bidder are certified to repair the specific models in use at SARS.

It is the responsibility of the Approved Bidder to ensure that they have technicians in their employment or on contract that have the needed certifications during the term of the contract.

The resources at the disposal of the service provider to provide the required services is of vital importance to SARS, as it will ensure quick turnaround times and a speedy resolution of UPS issues.

The potential bidder is required a minimum number of field technicians in the field.

Number of Individuals required by SARS on a non-exclusive or dedicated basis:

	Skill	Minimum	Experience (Minimum Yrs) \ Person
	<b>UPS Specialist</b>  Trade tested with Red Seal plus proof of relevant specialisation to work on large UPSs ( $\geq 60$ kVA)  Proof of certification to work on APC Symmetra UPSs  Specialisation obtained through supplier training and structured in-house training.	2	5

SARS may request the following additional resources for ad-hoc projects:

- Electrical Engineer
- Electrician
- Project Manager

## 12.2. Subcontractors

The successful Bidder can make use of qualified subcontractors to perform the various non-core specialized work activities mentioned above. The sub-contractor must have similar or better qualifications and skills as those possessed by the main contractor.

All communication regarding the delivery of the Services will be between SARS and the Service Provider. SARS will not make communications on behalf of the Service Provider to its subcontractors.

The subcontractors must be adequately qualified and experienced to handle the required work and have sufficient resources to meet the SLA requirements at an acceptable level of quality. In addition:

- A “CV” must be submitted for proposed subcontractors outlining their experience, structure, resources and geographical coverage.
- Subcontractor’s details must be included.

## 13. Appendix A: Minimum Maintenance Requirements (UPS)

UPS must be checked and serviced quarterly to ensure reliable and safe operation. The following quarterly Service and Maintenance activities together with the OEM prescribed maintenance are the minimum requirements for a UPS. These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities. Maintenance activities should all be done and must at least include the activities outlined in the following paragraphs of this section.

### 13.1. Quarterly Maintenance Checklist for UPS

- a) Visual inspection
  - Check for any visible damage, corrosion, loose connections.
  - Inspect cables and power connections for signs of overheating.
  - Inspect the area for dust accumulation or debris.
- b) Check and record parameters
  - Input and output voltages
  - Output load levels (percentage of capacity)
  - Battery voltage and temperature
  - Bypass voltage and frequency
  - Check system logs for any past alarms or events
- c) Battery inspection
  - Check age of batteries
  - Visual inspection for swelling, leaks or corrosion on terminals (External batteries)
  - Smell for acid smell for possible leakage (Internal batteries)
- d) Fans and Filters
  - Check that fans are operational, and filters are not blocked
- e) Alarms and Indicators
  - Check alarm status and alarm logs

### 13.2. Annual Maintenance

- a) Conduct the maintenance steps for the quarterly maintenance checklist in addition to the following:
  - Mains fail test
  - Record Input & Output voltages
  - Record **output** load levels (percentage of capacity)



- Clean the filters and UPS to remove any accumulated dust.
- Replace internal components if needed, or recommended by the manufacturer
- Upgrade firmware if needed

SARS representative must sign the completed Service report in each case.

## 14. Appendix B: Break-Fix and Maintenance History

### 14.1. Brooklyn Break-Fix History (UPSs)

Month	Event
Apr-2025	UPS error alert

#### Summary:

- One (1) Break-Fix event for UPSs between January 2025 and August 2025.

### 14.2. Brooklyn Maintenance History (UPSs)

Month	Event
Aug-2024	Minor Inspection Service of all 4 UPSs
Oct-2024	Minor Inspection Service of all 4 UPSs
Apr-2025	Major Service of all 4 UPSs (Annual)