

## **RFP 20/2025C: MAINTENANCE OF SARS ICT FACILITIES**

SOUTH AFRICAN REVENUE SERVICE – REQUIREMENTS AND SPECIFICATIONS

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## 2 Executive Summary

This document outlines the business requirements defined by SARS for the inspection, maintenance, break-fix, upgrade, provisioning and enhancement of the ICT Facilities infrastructure, as well as software and related services, at SARS Sites countrywide (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 Agreement aims to maximise ICT service availability for SARS by maintaining a stable environment with reliable IT facilities infrastructure such as UPSs, air conditioners, HT electrical networks and related infrastructure, fire detection and suppression systems, and environmental monitoring.

To achieve this, the appointed Service Provider will ensure that the ICT Facilities are properly and regularly inspected, maintained, serviced, tested and that repairs and equipment upgrades are promptly and effectively carried out in accordance with the Agreement. Effective maintenance and break-fix services will ensure the reliability, efficiency, and longevity of SARS ICT Facilities infrastructure.

A key requirement for potential service providers is that they must have a footprint in the province/s they are bidding for and that the maintenance of ICT Facilities related infrastructure must be a core component of their business offering.

The SARS preference is for HT maintenance to be outsourced to a specialist company offering HT network and infrastructure maintenance as a core service. SARS must be able to independently verify the credentials, track record and references of the selected outsourcing partner.

Other key requirements for the new tender are as follows:

- Flexibility to accommodate changes in business requirements to accommodate business modernisation, for example, the introduction of Pods and mobile SARS offices.
- Flexibility to add/remove sites during the term of the contract.

- Flexibility to amend site classification (metal) during the term of the contract.

### 3 Compliance and Safety

The SANS standards relevant to IT facilities infrastructure are outlined below, each applying to varying degrees.

- **SANS 10142-1:** Wiring of premises, specifically *low-voltage* installations
- **SANS 10142-2:** Wiring of premises, specifically *medium-voltage* installations
- **SANS 474:** Related to the maintenance and testing of Uninterruptible Power Systems (UPS)
- **SANS 8528:** Covers various aspects of the design, construction, and performance of generating sets
- **SANS 10147:** This standard covers the general aspects of safety, construction, erection, installation, operation, inspection, and testing of refrigeration plants
- **SANS 10400:** Application of National Building Regulations (Covers building safety, fire protection, ventilation, and noise control)
- **OHSA:** Health and safety of persons in connection with the use of tools, machinery and PPE when providing the services
- **ESG (Environmental Social Governance):** Compliance with SARS standards in relation to its environmental and social impact.
- **SARS Governance (Policies/Procedures/Guidelines/Standards)** – Where applicable.

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.

### 4 Service Definitions

#### 4.1 Business Service Area

The business service area covers all nine provinces in South Africa. The potential bidder is required to have an established footprint in the province that they will be bidding for, i.e. the

bidder must be conducting business similar to the SARS requirements in this request and have an established client base in that province.

The business service area covers all nine provinces and includes the following SARS office categories:

- SARS Corporate/Admin/Contact Offices
- SARS Revenue Offices
- SARS Customs Offices
- SARS/State Warehouses
- Ports of Entry

Future SARS sites will include the following:

- Mobile Tax Units
- Tax Office Pods
- ICT Facilities of other government entities supported by SARS

The scope of the intended Agreement will cover ICT Facilities at **111 sites**. The number of sites per Province are contained in section 4.2, as well as a further breakdown of the type of SARS office in each Province. A summary of the ICT facilities infrastructure per Province are contained in Section 5. The full list of sites and quantities of ICT Facilities Infrastructure are contained in the pricing templates. This represents the in-scope sites and lists of equipment intended to be included in scope at the Commencement Date and will be subject to the reconciliation performed during Transition period. During the term of the contract SARS can opt to include new sites or remove existing sites with 60 days' notice, except for cases where the closure of the office is immediate due to factors beyond the control of SARS.

The ICT Facilities in most cases are controlled by SARS, with the exception of the Ports of Entry, where the ICT Facilities are jointly controlled by all the government stakeholders operating at that port or their assignees. Despite this, the point of contact in all cases for the Services at the defined sites will be the SARS ICT Facilities department. There are also exceptional cases where the ICT facilities at a site are the responsibility of the landlord.

The Bidder's attention is drawn to the provisions regarding non-exclusivity as set out in the Agreement. Certain ICT Facilities Infrastructure at certain sites is excluded from the outset of the Term but may be included during the Term. In addition, during the Term SARS may contract with other service providers to perform certain aspects of the scope of the Services. SARS will give the service provider 60 days' notice if it chooses to engage another provider or use internal resources for parts of the Service at a specific site.

## 4.2 Provincial Scope

Number of SARS sites per Province:

Province	No of Sites
Gauteng	29
Western Cape	18
KwaZulu-Natal	14
Mpumalanga	12
Free State	11
Limpopo	8
Northern Cape	7
North West	7
Eastern Cape	5

Note: Gauteng is designated as a priority province

Provincial Classification:

- Gauteng is designated as a priority province relative to the other eight provinces, as it contains the following SARS Sites:
  - Main SARS Data Centre
  - SARS Disaster Recovery Site
  - SARS Head Office
  - SARS Administrative Offices
  - Two Integrated Service Centres
- Additional mandatory criteria for Gauteng compared to other provinces:
  - Higher threshold in terms of skill levels, expertise & response times for bidders
  - Proven data centre track record required
  - Dedicated resources may be required
  - Higher financial criteria, including higher bid bond



### SARS Office Types per Province:

Province	Office Type	No of Sites
<b>Gauteng</b>	Corporate/Admin/Contact Office	7
	Revenue	12
	Customs	3
	SARS/State Warehouse	4
	Port of Entry	3
		<b>29</b>
<b>Western Cape</b>	SARS/State Warehouse	1
	Customs	3
	Port of Entry	2
	Corporate/Admin/Contact Office	1
	Revenue	11
		<b>18</b>
<b>Eastern Cape</b>	Revenue	4
	Port of Entry	1
		<b>5</b>
<b>Northern Cape</b>	Revenue	2
	Customs	1
	Port of Entry	4
		<b>7</b>
<b>Free State</b>	Revenue	5
	Customs	1
	SARS/State Warehouse	1
	Port of Entry	4
		<b>11</b>
<b>KwaZulu-Natal</b>	Corporate/Admin/Contact Office	1
	Revenue	6
	Customs	2
	SARS/State Warehouse	1
	Port of Entry	4
		<b>14</b>
<b>Mpumalanga</b>	Revenue	3
	Customs	2
	Port of Entry	7
		<b>12</b>
<b>Limpopo</b>	Revenue	4
	Port of Entry	3
	SARS/State Warehouse	1
		<b>8</b>
<b>North West</b>	Revenue	3
	Port of Entry	4
		<b>7</b>

The full list of current SARS sites with IT Facilities infrastructure is contained in **Appendix A**.

### 4.3 In-Scope Services

The following services are necessary to support the maintenance of SARS ICT Facilities infrastructure:

- **Maintenance Services (Preventative):** Carrying out of inspection and maintenance activities, 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. See the Appendices for minimum maintenance requirements for in-scope equipment.
- **Break-Fix:** Repair of in-scope ICT Facilities infrastructure in accordance with the Service Levels set out in the Agreement.
- **Ad-hoc Projects & Specialised Services:** Includes the order, delivery, installation, commissioning and upgrade/enhancement/modernisation of ICT Facilities infrastructure and related infrastructure, as well as contracting of relevant specialist outsourcing services.
- **Diesel Replenishment:** Order and delivery of diesel (Only applicable if the SARS appointed service provider is unable to deliver diesel)
- **Diesel filtration:** Filtration of fuel to remove water and other impurities.
- **Management and Reporting:** Management of the service by the service provider and management reports.
- **Procurement of Equipment and Consumables**
- **Professional Services:** Access to professional services as and when required in support of the service.
- **Dedicated resources:** Provision of dedicated resources as part of the base service.
- **Related Software Licenses:** Provisioning, Maintenance & Support (e.g. Building Management, Planned Maintenance, Environmental Monitoring etc.)
- **New Related Technology:** Procure new technology & services to implement & support it.
- **Related Consumables & Infrastructure:** Procure consumables and infrastructure.
- **Certificate of Compliance:** Conduct inspections, implement remedial actions and issue COC's.
- **Project Services:** Provide project services as and when required.
- **Housekeeping in ICT Facilities:** Conduct inspections and ensure proper housekeeping, which includes cleaning of facilities and infrastructure if required.

- Benchmarking: Ability to benchmark and identify latest industry standards and developments.

#### 4.4 In-Scope Infrastructure

Provisioning, maintenance, and break-fix services are necessary to support the following infrastructure:

- Standby Power Equipment
  - Generators (Limited to mobile generators in MTUs and Pods)
  - UPS
  - Inverter, solar panels and related technology
  - Batteries & related energy sources
- HT Electrical Switching Infrastructure, including the following components:
  - HT Switchgear
  - Transformers
  - Mini-Substations
  - MLV Distribution Panels
- Heating, Ventilation & Air-Conditioning (HVAC) Equipment
  - Down-Blow & Up-Blow units (Chilled Water & Direct Expansion)
  - Window/High-wall/Cassette/Hide-Away/Under-Ceiling Units
  - Portable Units
- Fire Protection (Detection, Control, and Prevention) Systems
  - Fire Panels
  - Fire & heat detection sensors
  - Centralised Gas systems
  - Fire Extinguishers
  - Fire Doors
  - Related PPE
- Electrical Reticulation
  - Server Rooms (incl. Patch Rooms)
  - DB Boards
  - Server/Network cabinet PDU's
  - Specialised lighting
  - Plant Rooms
- Environmental & Infrastructure Monitoring Systems

- Infrastructure Monitoring
- Environmental Monitoring
- Access Control
  - Digital
  - Physical
  - Future Fit
- IOT Equipment & Related Management Software
- Ad-hoc
  - Minor Building Works (Limited to ICT Facilities areas. Project value less than R1 million)
  - Specialised Flooring & Ceilings
- New Related/Relevant Technology

SARS reserves the right to change, add, or remove equipment or SARS sites, as dictated by business requirements. The pricing templates contain rates for each category of equipment and all combinations of Service Level, Service Coverage Periods etc. and hence allow the Bidder to price for such flexibility.

#### 4.5 HT Network and Infrastructure Maintenance

SARS prefers to outsource HT network and infrastructure maintenance to a specialist company that provides this as a core service.

The conditions for the selection of an HT specialist service provider are as follows:

- SARS must be able to independently verify the credentials, track record and references of the selected outsourcing partner.
- The approved bidder must negotiate and sign an SLA with the HT service provider that will be in line with the agreed SLA with SARS.

HT Network and Maintenance services will be utilised on an ad-hoc/project basis and will in each case be triggered by a request from SARS for an inspection site visit that will include the collection of transformer oil samples if required, followed by an agreed scope and quotation from the Service Provider.

## 4.6 Related Ad-hoc Work & Specialist Services

Over and above the requirement for maintenance and break-fix services, SARS may require ad-hoc or specialist outsourced services to maintain, repair, upgrade or replace its ICT Facilities infrastructure. 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 will in such cases initiate the procurement process by submitting a scope of work for these services to the appointed bidder. Work will in such cases only proceed following official approval of a quotation.

SARS reserves the right to benchmark all costs related to ad-hoc work to ensure that they are aligned with prevailing market rates. SARS can also opt to not contract for such services through this agreement.

## 5 IT Facilities Infrastructure

The most prevalent IT Facilities infrastructure at SARS Sites are air conditioners, UPSs, fire detection, control and prevention systems, and environmental monitoring systems. The quantities of these items per province are listed below.

### 5.1 Air Conditioner Quantities per Province

Province	Split Units	Hideaway Units	Down/Up Blowers
Eastern Cape	12	2	0
Free State	25	0	0
Gauteng	191	2	35
KwaZulu-Natal	40	15	0
Limpopo	17	0	0
Mpumalanga	27	2	0
North West	20	0	0
Northern Cape	17	0	0
Western Cape	42	4	0
<b>Grand Total</b>	<b>391</b>	<b>25</b>	<b>35</b>

#### Notes:

- Down/Up Blowers are a combination of gas and chilled water units.
- Down/Up Blower deployed brands are predominantly Service First, Uniflair and Bluebox.

- Most common air conditioner brands (split, hideaway and hideaway units) - LG, Samsung, Jet-Air, Daiken and Carrier.

## 5.2 UPS Quantities per Province

Province	UPSs (<80 kVA)	UPSs (>= 80 kVA)	Inverters
Eastern Cape	9	0	1
Free State	17	0	0
Gauteng	77	4	12
KwaZulu-Natal	33	0	0
Limpopo	24	0	0
Mpumalanga	43	0	0
North West	14	0	1
Northern Cape	11	0	0
Western Cape	28	0	1
<b>Grand Total</b>	<b>256</b>	<b>4</b>	<b>15</b>

### Notes:

- UPS deployed brands are a combination of APC, Delta, Tower & Huawei.
- UPS Sizes - 3kVA to 120 kVA.
- Inverter Sizes – 12 kVA.

## 5.3 Environmental Monitoring Systems per Province

Province	Netbotz
Eastern Cape	5
Free State	10
Gauteng	64
KwaZulu-Natal	15
Limpopo	8
Mpumalanga	14
North West	7
Northern Cape	7
Western Cape	15
<b>Grand Total</b>	<b>145</b>

### Notes:

- Environmental Monitoring system deployed brand is Netbotz.

## 5.4 Fire Prevention/Control Systems per Province

Province	Fire Panels	Sites With Gas Systems	Gas Bottles	Gas Suppression Systems / Controllers	Fire Extinguishers
Eastern Cape	11	2	6	2	24

Free State	11	1	1	1	19
Gauteng	30	5	53	10	167
KwaZulu-Natal	15	3	5	2	65
Limpopo	7	0	0	0	14
Mpumalanga	13	1	2	1	24
North West	6	1	6	1	15
Northern Cape	6	1	5	0	15
Western Cape	13	3	9	3	30
<b>Grand Total</b>	<b>112</b>	<b>17</b>	<b>87</b>	<b>20</b>	<b>373</b>

**Notes:**

- Fire System deployed brands are predominantly Technoswitch, Aritech & Ziton.
- Gas types are FM200 and Pyroshield.

## 5.5 HT Electrical Infrastructure

At a high-level, the in-scope HT infrastructure includes the following:

Province	Infrastructure	Quantity
Le Hae la SARS	HT Switchgear 11,000 V (Main incomer to Le Hae la SARS campus)	1
	Oil Type Mini-Substation 800kVA - 11,000/400V + Generator Changeover (Generator C)	2
	Oil Type Transformer 1600 kVA - 11,000V (Data Center Supply)	1
	Switchgear – 11,000/400V (Data Centre Supply)	1
	MLV Distribution Board with Generator Changeover (Generators A and B)	2
Alberton Campus	Oil Type Transformer 2,000 kVA - 6,600/420V (Campus Supply)	2
	Switchgear – 11,000/400V (Campus Supply)	1
	MLV Distribution Boards - Generator Changeover (Generators 1 and 2)	1

Refer to **Appendix L** for the line in-scope 11KV electrical networks at the Le Hae and Alberton Campuses.

Refer to **Appendix M** for the break-fix and maintenance history for the HT Network and Infrastructure at the Le Hae and Brooklyn campuses.

## 6 Tender Scope Overview

### 6.1 Tender Award

- The Tender will be awarded per Province. Bidders can bid for one or multiple provinces.
- The award of the tender will be on a Non-Exclusive basis (including use of internal resources).
- Bidders must have certified resources to provide required services in line with the SLA's per site and site classification.
- The potential bidder **must** deliver the bulk of the required Core services and may only sub-contract specialist services, for example, installation of data centre air handling units, minor buildings work, and the maintenance of access control and network monitoring systems, etc. The only exception is when a sub-contractor is required to provide core services in order to extend the 'reach' of the potential bidder in a province as and when agreed with SARS.

### 6.2 Core Services (May **not** be sub-contracted/outsourced)

Example of core services that must predominantly be delivered by the potential bidder are as follows:

- Maintenance of CRAC (Computer Room Air Conditioning) units - down- & up-blower units.
- Installation, Break-fix and Maintenance of non-CRAC units (split, hideaway, under-ceiling).
- Maintenance of Electrical Reticulation (Low Tension).
- Installation, Break-fix & Maintenance of smaller UPS units (< 60 kVA).

### 6.3 Specialist Services (May be sub-contracted)

Example of specialist or non-core services that may be outsourced by the potential bidder are as follows:

- HT Network and Infrastructure Maintenance
- Installation and Break-Fix of CRAC units
- Installation, Maintenance & Break-Fix of Environmental Monitoring Systems
- Installation, Break-Fix & Maintenance of larger UPS units ( $\geq 60\text{kW}$  units)
- Installation, Break-Fix & Maintenance of Fire Control systems
- Installation, Break-Fix & Maintenance of Access Control systems
- Minor Building Works



## 7 Site Maintenance Classification

### 7.1 Maintenance Type

All SARS Sites will require the same frequency of services/maintenance.

The equipment listed below needs quarterly maintenance: **3 minor services** and **1 major service** per year.

- HVAC Systems - See **Appendix B** for minimum maintenance requirements
- UPS System - See **Appendix C** for minimum maintenance requirements
- Fire Detection, Control & Prevention (Excluding testing and refilling of gas bottles) - See **Appendix D** for minimum maintenance requirements
- ICT Facility Housekeeping - See **Appendix I** for minimum maintenance requirements

In addition, during the minor quarterly services, the following is also required:

- Visual inspection of LT electrical reticulation
- Visual inspection of access control system
- Visual inspection of environmental monitoring system

The equipment listed below needs annual service: **1 major service** per year.

- Electrical reticulation all sites (Low Tension) – See **Appendix E** for minimum maintenance requirements
- Electrical Reticulation – Le Hae and Alberton Campuses (HT) – See Appendix F for minimum maintenance requirements
- Environmental Monitoring Systems - See **Appendix G** for minimum maintenance requirements

The maintenance for some categories of infrastructure will be treated as a project, specifically a requirement for specialist services, and will in all cases be initiated by a request from SARS. Such infrastructure includes the following:

- Testing and refilling of fire suppression gas bottles
- Access Control - See **Appendix H** for minimum maintenance requirements
- Mobile Tax units (MTU's) - See **Appendix J** for minimum maintenance requirements

## 7.2 Maintenance Window

### **After Hours/ Business Hours**

Depending on the nature of the business conducted at a site, it may not be possible to carry out Maintenance activities during Business Hours (7:00 – 17:00 Weekdays), hence costing must be provided for each site for maintenance during office hours as well after-hours.

SARS aims to conduct maintenance during office hours, when possible, but some equipment and operational factors may require after-hours work. For example, air conditioners are typically serviced during office hours, while UPSs usually require servicing after hours.

SARS will inform the Service Provider before each maintenance round regarding the schedule for maintenance at each site. The Service Provider should then calculate maintenance costs based on the amounts specified in the costing sheet.

Bidders should be aware that this classification does not influence the timing of Break-fix activities, which are determined by the Service Coverage Period. (Refer to Section 7.3).

## 7.3 Service Coverage Periods

For the purposes of contractual Service Level Management, sites are classified according to the Service Level that must be applied to ICT Facilities Infrastructure within that site for Break-fix incidents.

There are two dimensions that govern Service Levels - **Service Coverage Period** and **Service Support Level**.

**Service Coverage Period** describes the hours during which the Service Provider will be expected to provide **Break-Fix services**.

The levels expected within the categories are as follows:

Coverage	Operating Times
Basic Coverage	06h00 to 19h00
	<ul style="list-style-type: none"><li>Weekdays</li></ul>
	<ul style="list-style-type: none"><li>Excludes public holidays</li></ul>
Standard Coverage	06h00 to 21h00
	<ul style="list-style-type: none"><li>Weekdays</li></ul>
	<ul style="list-style-type: none"><li>Excludes public holidays</li></ul>
24 X 7 Coverage	24/7
	<ul style="list-style-type: none"><li>7 days a week</li></ul>
	<ul style="list-style-type: none"><li>Includes public holidays</li></ul>

**Note:** SARS may change a site classification in terms of the **Service Support Level** and/or **Service Coverage Period** in response to changing business requirements. The bidder should take note of the conditions and notice periods that is required to give the Service Provider in order to exercise this right. SARS will give the service provider 60 days' notice if it chooses to amend the Service Support Level or Service Coverage Period for a specific site.

Where SARS requests Service Provider to perform Break-fix activities to a higher Service Level or outside the Service Coverage Period times, the repair time will be agreed between the parties and the additional costs, if any, that may apply. If additional costs are charged, they will not be charged in excess of the hourly personnel rates as contained in the Service Provider's proposal.

## 7.4 Service Support Levels

The service support level applicable to a site specifies the time within which a Service Provider must respond to, and repair incidents related to ICT Facilities infrastructure at that site. The service support levels are as follows:

Metal	Service Restoration
Platinum	Service restoration within 2 hours of ticket assignment
Gold	Service restoration within 4 hours of ticket assignment
Silver	Service restoration within 8 hours of ticket assignment
Bronze	Service restoration within 16 hours of ticket assignment

Service Restoration can be obtained either by resolving the problem or finding a workaround to restore services back to what it was before the outage.

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.

Where SARS requests Service Provider to perform Break-fix activities to a higher Service Level or outside the Service Coverage Period times, the repair time will be agreed between the parties and the additional costs, if any, that may apply. If additional costs are charged, they will not be charged in excess of the hourly personnel rates as contained in the Service Provider's proposal.

## 8 Monitoring

Most ICT Facilities infrastructure, in particular UPSs, are monitored using Netbotz environmental monitoring system. All data centres, plant rooms, server rooms and patch rooms are monitored using the Netbotz environmental system and in some cases the Cisco Meraki System.

Monitoring is the responsibility of SARS. A ticket will be logged by the responsible SARS teams for resolution by the service provider in the event of a fault being detected.

## 9 Exclusions

SARS has existing maintenance contracts for certain specialized ICT Facilities Infrastructure at certain sites, which will be excluded from this contract for all or part of the Term. An example of such exclusion is air-conditioning at land border posts and in buildings where such infrastructure is managed by the landlord.

This RFP is only for the Maintenance and repair of the ICT Facilities Infrastructure in the SARS ICT Facilities and DOES NOT include facilities and environmental equipment in other parts of SARS buildings and general office areas. These are managed by the SARS Facilities department, are excluded from this contract at Effective Date.

Nothing precludes such equipment or such buildings / office areas from being included in the scope at a future date during the Term. However, where it is necessary, in order for Service Provider to fulfil its obligations under the Agreement, to work with other departments and third-party providers, the Service Provider will do so and should take account of such activities in its pricing Proposal accordingly.

## 10 Description of Works

### 10.1 Preventative Maintenance

The primary objective of Maintenance is to ensure the optimal reliability of ICT Facilities infrastructure while minimising outages and mitigating their impact on business operations. All in-scope ICT Facilities infrastructure must be checked and serviced to ensure reliable and safe operation.

If, during a Maintenance session, repairs are identified as necessary for the ICT Facilities Infrastructure, this must be reported to SARS and, if approved by SARS, the repairs must be carried out and billed at the Break-Fix rate.

Routine maintenance should follow either the manufacturer's specifications or those agreed with SARS.

A documented plan and schedule of Maintenance activities must be agreed in advance and confirmed by the submission of signed Service reports as and when the work at each site has been completed. The maintenance window must be taken into account for each site and costing adjusted accordingly, in line with the maintenance costing sheet. Invoices submitted for Maintenance work must be accompanied by signed Service reports before payment will be effected.

SARS staff will conduct daily, weekly, or monthly inspections at all key sites near where IT Facilities staff are based. Any issues found will result in tickets being logged for repairs.

### 10.2 Maintenance Activities

The following annual Service and Maintenance activities are minimum requirements for SARS IT Facilities infrastructure. These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities.

Minimum Maintenance Requirements for IT Facilities infrastructure:

- HVAC Systems – See **Appendix B**

- UPS Systems – See **Appendix C**
- Fire Detection, Control & Prevention Systems – See **Appendix D**
- Electrical Reticulation (Low Tension) – See **Appendix E**
- Electrical Reticulation (High Tension) – See **Appendix F**
- Environmental Monitoring Systems – See **Appendix G**
- Access Control Systems – See **Appendix H**
- ICT Facilities Housekeeping – See **Appendix I**
- Mobile Tax Units (MTU) – See **Appendix J**

If minimum maintenance requirements are not specified, the Service Provider is expected to suggest maintenance requirements standards grounded in manufacturer recommendations and professional experience. These proposed standards will be used for maintenance after approval by SARS. This approach also applies when the Service Provider determines that enhancements to the requirements set by SARS are necessary.

### 10.3 Maintenance Costing Requirements

Costing for Maintenance Services must cater for the following:

- Four maintenance rounds per year
- No markup on parts, i.e. SARS will only pay for labour and delivery costs
- Fixed monthly fee for quarterly maintenance includes:
  - Labour
  - Travel
  - Travel time
- Fixed monthly fee excludes:
  - Break-Fix
  - Parts & Consumables
- Subsequent to maintenance being completed at a site, a quotation must be submitted to SARS IT Facilities within 3 business days for any required remedial actions, unless permission was given by SARS for the Service Provider to proceed with the required repairs based on the agreed Break-Fix rates.
- Repairs can only commence upon receipt of official approval by SARS ICT Facilities

- All repairs done in line with the quotation will be executed according to Break-Fix services as per section 10.5.
- SARS reserves the right to benchmark the amounts charged for spares

## 10.4 Break-Fix

Break-fix activities are required to restore ICT Facilities Infrastructure to proper, reliable operation. These activities address issues with infrastructure that is malfunctioning or at risk of failure. When an ICT Facilities Infrastructure issue is reported, the Service Provider is required to send a technician to inspect, diagnose, and fix the equipment to restore normal operation.

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

- Fault finding and resolution or workaround to restore services
- 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

In the event that a workaround was implemented in order to restore services, the Service Provider must implement the long-term solution within 2 business days unless further procurement is needed, in which case a quotation should be provided to SARS within 3 business days.

All Break-fix activities that require modifications to the ICT Facilities Infrastructure must comply with SARS Operational Change Management Procedures. Work is not permitted to commence until formal authorisation has been granted to the Service Provider by the SARS ICT Facilities department. If necessary, the SARS ICT Facilities department may provide immediate authorisation for Break-Fix activities once the issue has been diagnosed.

All calls, service activities, requests etc. must be performed with an authorising SARS call reference number, which must be quoted for all aspects of call tracking, invoicing, payment etc. The Service Provider may additionally provide a reference number, at their discretion, which will be linked to the SARS call reference number.



Service Restoration, as outlined in section 7.4, will measure service performance based on Service Support Level and Coverage Period. In order to assist the service provider to achieve the desired Service Restoration, SARS and the Service Provider can agree on the stockholding of spares in support of the stated Service Restoration targets:

- Maintenance checklists
- Common spares kept in service vehicles
- Strategic spares to be stocked by the service provider
- Strategic spares to be held onsite by SARS

In high impact situations, SARS will escalate the call to the highest priority and notify the Service Provider who must attend to the incident without delay.

Where the cost to repair an item of ICT Facilities Infrastructure exceeds 60% of the equipment's replacement price, an "Uneconomical to Repair" (UTR) report should be submitted by the Service Provider to SARS, along with a quotation to replace the faulty equipment or unit with a new or equivalent unit.

Additional key considerations pertaining to Break-Fix are outlined below:

- No payment, including for travel charges, will be made in connection with unsuccessful Break-fix activities
- The Service Provider is required to investigate repeated incidents to determine the underlying cause through problem identification or root cause analysis.
- In the case of an intermittent problem, or where a definite cause cannot be found, the Service Provider must inform SARS accordingly and present a plan of action on how the problem will be addressed.
- Problems identified to be caused by the Service Provider will result in no payment for the associated Break-fix activities performed by the Service Provider. Once an Incident with the same root cause occurs for the 3rd time, it will also result in a Service Level violation.
- Replacement parts must be new, unless agreed otherwise by SARS.
- Genuine parts sourced from approved suppliers must be used, unless agreed otherwise with SARS.
- In the event of new equipment being installed in SARS Server rooms by third party suppliers, the warranty agreement for the new equipment may be ceded to the

Service Provider. In such cases, the Service Provider will ensure that the necessary required scheduled preventative maintenance is done, will attend to any faults or problems, and will manage any warranty claims against the original equipment supplier.

- Costs relating to parts for Break-Fix calls for IT Facilities Infrastructure under warranty would be recovered from the original supplier as a warranty claim unless shown to be caused by SARS.

## 10.5 Break-Fix Costing Requirements

Break-Fix Services 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

Costing for Break-Fix Services must cater for the following:

- Guaranteed response within SLA
- Pricing Template must include the following:
  - Callout Rate – R/hour (Normal hours/after-hours)
  - Time to Site Rate – R/hour (Normal hours/after-hours)
  - Time at Site – R/hour (Normal hours/after-hours)
  - Travel Rate – R/km
- No markup on parts
- The maintenance and break-fix history for the past year (see Appendix K) provides information on the regularity of ICT Facilities infrastructure maintenance and the frequency of break-fix events. The trend over time is that Break-Fix events have been reducing year-on-year and that SARS sites are as a result very stable.

## 10.6 New Equipment/ Replacement

New equipment will be purchased only when repairing existing infrastructure is not cost-effective. The guiding principle in this regard is that if infrastructure repair costs are greater than 60% of the equipment replacement costs, an “Uneconomical to Repair” report must

be generated along with a quotation for replacement. This will then require a SARS decision on whether to repair or replace the infrastructure. The pricing must be based on 'like for like' replacement unless compelling reasons exist to replace the infrastructure with something different.

SARS reserves the right to benchmark all costs related to the procurement of new equipment to ensure that they are aligned with prevailing market rates. SARS can also opt to not procure such equipment through this agreement.

## 10.7 Service Provider Responsibilities

The expectations of the Service Provider are as follows:

- Maintain the ICT Facilities Infrastructure in a good working condition to provide optimal availability of ICT services through a clean, safe and stable environment. This will be achieved through quarterly maintenance, and effective break-fix services.
- Service Provider or their sub-contractors/partners must either be an accredited partner, distributor or maintenance service provider, or be an accredited/certified installer whichever applies to the services to be provided of the following:
  - APC, Delta, Tower & Huawei UPSs (3kVA to 60kVA)
  - FM200 and Pyroshield gas fire suppression systems
  - Technoswitch, Aritech & Ziton Fire Detection & Suppression Systems
  - LG, Samsung, Jet-Air, Daiken, Carrier, Service First & Uniflair Split, hideaway, under-ceiling and computer room air-conditioners
  - NetBotz environmental monitoring systems
  - Deye and SunSynk Inverters and related technology
  - Sagem Access Control systems
- Service Provider must maintain accreditation as specified during the tender response during the term of the contract. Any change of accreditation to be communicated to SARS within one month of such change.
- Service Provider or their sub-contractors/partners must be able to provide the following ad-hoc services as and when required:
  - Construction of server rooms, including raised flooring, ramps & specialised lighting
  - Implementation and management of building management systems
  - Minor building works in IT Facilities areas like server and patch rooms

- Implementation and maintenance of IOT devices & related management software
  - New related/relevant technologies
- Technicians performing the servicing of SARS IT Facilities must be trained, qualified, certified, and fully conversant with what needs to be done, including compliance with relevant legislation.
- Service Provider must retain the number of skilled resources and skill levels during the term of the Agreement in accordance with what was submitted during the tender response.
- Service Provider must report any faults or problems to SARS and attend to them as expediently as possible.
- Service Provider to immediately inform SARS of resignations of their employees or sub-contractor employees that provided services on SARS sites to enable SARS to revoke all related access to SARS sites.
- The Service Provider must ensure that subcontractors have the needed accreditation, qualifications and experience to handle the required work as well as sufficient resources to meet the SLA requirements.

Note: Please note that access control systems only needs to be supported at some sites, as indicated on the site list.

## 11 RFP Requirements

### 11.1 Provincial Footprint

As previously mentioned, a potential bidder must have a footprint/presence in each province that they are bidding for. The ideal situation for SARS is that a bidder must have multiple distinct or different locations spread across the province from which they can provide the required Service, which will allow for quick access to as many SARS sites as possible. Bidders without a provincial footprint/presence who will rely solely on subcontractors to provide the services required by SARS will not be considered. Subcontractors can only be used to extend a service provider's 'reach' within a province.

The bidder will be required to provide all locations from which they, together with their subcontractor/s, can provide the required services in a Province. The scoring of bidders will advantage/favour bidders with a bigger footprint and reasonable proximity to all SARS sites in a province. The main bidder and its subcontractor/s must provide proof of footprint to demonstrate capability to service all the SARS sites in that province.

A sub-contractor may only be used to extend the reach of the service provider but not to provide the entire service.

The Service Provider must maintain the footprint provided at the time of tender during the term of the contract. Any change to the number of sites or location of sites must be communicated to SARS within one month of such change.

### 11.2 Bidder Experience

A Bidder must have previous experience and a verifiable track record of supplying the Services to customers similar in complexity to the SARS requirement. The Bidder must also be certified and trained and to work on all ICT Facilities infrastructure encompassed in this BRS document.

Maintaining ICT Facilities infrastructure - UPSs, air conditioners, fire detection and suppression systems, as well as the maintenance of electrical reticulation maintenance in ICT Facilities - 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 core services. Only non-core and **specialist** services related to access control systems, raised flooring, environmental monitoring systems, minor building works, fire control, and prevention and suppressions systems may be outsourced.

The Service Provider, or their sub-contractors/partners, must have the necessary experience and resources available for installation, maintenance and servicing of the following:

- APC, Delta, Tower & Huawei UPSs (3kVA to 60kVA)
- FM200 and Pyroshield gas fire suppression systems
- Technoswitch, Aritech & Ziton Fire Detection & Suppression Systems
- LG, Samsung, Jet-Air, Daiken, Carrier, Service First & Uniflair Split, hideaway, under-ceiling and computer room air-conditioners
- NetBotz environmental monitoring systems
- Deye and SunSynk Inverters and related technology
- Sagem Access Control systems

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 IT Facilities related issues at SARS sites. The potential bidder is required to have a minimum number of field technicians. Having more resources available in-house will score more points for the service provider.

The type of in-house specialists that the service provider must have in order to provide the **core** services are as follows:

- Certified Electrician/s
- UPS Specialist/s
- Refrigeration Mechanic/s

In the case of non-core services, the potential bidder must provide proof that they or their partners / sub-contractors have the required skills and certifications to provide the required services.

Number of Individuals required by SARS on a non-exclusive basis for each province bidding for:

	<b>Skill</b>	<b>Minimum Number of Individuals for Each Province Bidding for</b>	<b>Experience (Minimum Yrs) / Person</b>
	<b>Electrician</b>  Trade tested with Red Seal	1	3
	<b>UPS Specialist</b>  Trade tested with Red Seal plus proof of relevant specialisation to work on UPSs (up to 60 kVA) Proof of certification to work on Delta UPSs Specialisation obtained through supplier training and structured in-house training.	1	5
	<b>Fire Systems Technician</b> (SAQCC certification in fire detection, gas suppression and gas suppression systems) – Can be outsourced	1	5
	<b>HVAC Specialist</b>  Refrigeration Mechanic must be trade tested with red seal certification Proof of experience working on Computer Room Air Conditioners (CRAC)	2	5

In the cases of the non-core services that may be outsourced, the potential bidder must prove either their own expertise, or that of a sub-contractor or partner, to provide the following services:

- Fire System Maintenance
- Inverter, Solar Panels & Related Infrastructure
- Environmental & Infrastructure Monitoring Systems
- Access Control
- Data Centre construction, including Specialised Flooring and ceilings

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

- Project Manager

The Service Provider must maintain these skill levels and the number of individuals with the related expertise and experience during the term of the contract.

### 11.3 Subcontractors or Specialist Partner

The successful Bidder must make use of qualified subcontractors to perform the various non-core specialized work activities mentioned above. 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 accredited, qualified and experienced to handle the required work and have sufficient resources to meet the SLA requirements at an acceptable level of quality.

- A company profile must be submitted for proposed subcontractors outlining their experience, structure, resources, skill level as well as geographical coverage.
- Subcontractor's details must be included.



## 12 Transition

### 12.1 Pre-Transition (After Award until contract signature (Effective Date))

During this period the appointed Service Provider will be engaged in the performance of Maintenance and Break-fix activities at the personnel rates set out in the Service Provider's proposal. Travel costs will be paid at rate as per pricing template.

### 12.2 Transition: After the Effective Date until Commencement Date

The Service Provider will commence transitioning the Services to the model in the contract. The transition will include the following activities:

- SARS induction
- Process development and signoff
- Training on the SARS incident management system (Remedy)
- Handover visits (Site Visits)
- Agree on stockholding of spares in the Service Provider service vehicle, on Service Provider premises, and onsite at SARS premises,
- Agree on format of monthly reports
- Identify immediate stabilization initiatives
- Contract education for both SARS and the Service Provider
- Verify and confirm equipment inventory lists during handover site visits
- Maintenance and Break-Fix service report checklist agreement and signoff

Remedy training will be provided to the Service Provider staff at SARS Head Office in Pretoria. The Service Provider must make arrangements to attend the training at its own costs. The cost of the actual training will be provided free of charge by SARS.

During Transition the Service Provider will, at SARS's request, perform Maintenance and Break-fix activities on a Time and Material basis at the rates provided by the Service Provider's on the Pricing Response Template 1 – Province X.

The Transition Phase ends on the Commencement Date which is the earlier of:

- The date on which the Transition Deliverables have been signed off;
- A date set by mutual consent; or

- 3 months from date of appointment

### 12.3 Final mode of operation: After the Commencement Date

The Service Provider will commence delivering Services in the final mode of operation as contemplated in the contract. From the Commencement Date onwards

- Final Mode pricing applies;
- Service Levels apply; and
- All other contractual obligations are due.

## 13 Management, Reporting and Documentation

### 13.1 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, and the SARS call reference number must be stated on all related documents, for example job cards, invoices, and quotations.
- A Service Report (including checklist) must list the main items being inspected, maintained or repaired and signed by the technician as having been completed. Checklist template to be agreed between the parties.
- 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.

### 13.2 Problem Determination and Incident Management

- Service Provider must keep the SARS Incident Management system (Remedy) up to date as required by SARS procedures.
- On SARS's request, the Service Provider will supply support resources for problem determination.
- The Service Provider will ensure that the correct skilled 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, trends, or any out of line situations. This should be reported to SARS at review meetings, or immediately for urgent exceptions

### 13.3 Records

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

### 13.4 Monthly Reports

- Monthly reports must be provided on all Break-Fix and Maintenance activities within 5 business days after the end of the month in which the services have been provided.
- The Bidder must provide examples of the monthly report that it would provide.

### 13.5 Administration

- Quotations for remedial work identified during Maintenance must be provided within 3 business days after maintenance was conducted.
- Quotations for additional work, ad-hoc, or specialist services must be provided within 7 business days from request by SARS.
- Invoices for work conducted on a time and material basis, must be provided within 20 business days.
- Monthly invoices for the monthly fixed price component of the services must be provided within 5 business days after the end of the month in which the services have been provided.

### 13.6 Meetings

- Contractual and operational 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.

### 13.7 Oath of Secrecy Declaration

Service Provider to ensure that all personnel from the Service Provider and sub-contractor who will be working at SARS sites or otherwise access SARS Confidential Information, systems or network sign a SARS Oath of Secrecy declaration before commencement of any work for SARS or at SARS sites.

### 13.8 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.

### 13.9 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.

Spares for stockholding will be procured by SARS.

## 14 Appendix A: List of SARS Sites & Office Types

Province	Office Type	Site
Gauteng (29)	Corporate/Admin/Contact Office (7)	<ul style="list-style-type: none"> <li>• Alberton Campus (Alberton, Ekurhuleni)</li> <li>• Brooklyn - Le Hae (Brooklyn, Pretoria)</li> <li>• Doringkloof (Centurion)</li> <li>• LBI Woodmead (Woodmead, Sandton)</li> <li>• Linton/Hilton House (Brooklyn, Pretoria)</li> <li>• Khanyisa (Pretoria) (Brooklyn, Pretoria)</li> <li>• Veale Street (Brooklyn, Pretoria)</li> </ul>
	Revenue (12)	<ul style="list-style-type: none"> <li>• Ashley Gardens (Pretoria)</li> <li>• Boksburg</li> <li>• Edenvale</li> <li>• Krugersdorp</li> <li>• Randburg</li> <li>• Randfontein Tambuti Mall (Randfontein)</li> <li>• Rissik Street (Johannesburg CBD)</li> <li>• Roodepoort</li> <li>• Soweto Baragwaneth (Soweto)</li> <li>• Springs</li> <li>• Van der Walt Street (Pretoria CBD)</li> <li>• Vereeniging Bedworth Shopping Centre (Vereeniging)</li> </ul>
	Customs (3)	<ul style="list-style-type: none"> <li>• Kempton DDU (Kempton Park)</li> <li>• New Agents (Kempton Park)</li> <li>• PTA Customs (Pretoria CBD)</li> </ul>

	SARS/State Warehouse (4)	<ul style="list-style-type: none"> <li>• ISCOR State Warehouse (Pretoria)</li> <li>• Kaserne State Warehouse (Kempton Park)</li> <li>• ORTIA State Warehouse (Scanner Site) (Kempton Park)</li> <li>• Silverton State Warehouse (Silverton, Pretoria)</li> </ul>
	Port of Entry (3)	<ul style="list-style-type: none"> <li>• Lanseria International Airport</li> <li>• ORTIA (Kempton Park)</li> <li>• Waterkloof AFB (Centurion)</li> </ul>
Western Cape (18)	SARS/State Warehouse (1)	<ul style="list-style-type: none"> <li>• Cape Town State Warehouse (Cape Town Harbour)</li> </ul>
	Customs (3)	<ul style="list-style-type: none"> <li>• Cape Mail (Goodwood Industrial)</li> <li>• Cape Town Cargo Scanner (Cape Town Harbour)</li> <li>• CTIA Airfreight (Cape Town Airport Industrial)</li> </ul>
	Port of Entry (2)	<ul style="list-style-type: none"> <li>• Cowrie Place (Cape Town Harbour)</li> <li>• Cape Town International Airport</li> </ul>
	Corporate/Admin/Contact Office (1)	<ul style="list-style-type: none"> <li>• P166 (Cape Town CBD)</li> </ul>
	Revenue (11)	<ul style="list-style-type: none"> <li>• 90 Plein (Cape Town CBD)</li> <li>• Beaufort West</li> <li>• Bellville/Sanbel (Bellville)</li> <li>• Bellville Parc du Cap (Bellville)</li> <li>• George</li> <li>• Lower Long (Cape Town CBD)</li> <li>• Mitchells Plain</li> <li>• Stellenbosch</li> <li>• Paarl</li> <li>• Robertson</li> <li>• Worcester</li> </ul>

Eastern Cape (5)	Revenue (4)	<ul style="list-style-type: none"> <li>• East London Waverley (East London CBD)</li> <li>• Mthatha</li> <li>• PE Sanlam (Port Elizabeth CBD)</li> <li>• PE St Mary's (Port Elizabeth CBD)</li> </ul>
	Port of Entry (1)	<ul style="list-style-type: none"> <li>• PE Airport</li> </ul>
Northern Cape (7)	Revenue 2)	<ul style="list-style-type: none"> <li>• Kimberley</li> <li>• Upington Anchorley Building (Upington)</li> </ul>
	Customs (1)	<ul style="list-style-type: none"> <li>• Upington Station</li> </ul>
	Port of Entry (4)	<ul style="list-style-type: none"> <li>• Alexander Bay (Border post)</li> <li>• Nakop (Border post)</li> <li>• Upington Airport</li> <li>• Vioolsdrift (Border post)</li> </ul>
Free State (11)	Revenue (5)	<ul style="list-style-type: none"> <li>• Bethlehem</li> <li>• Bloemfontein Central Government (Bloemfontein CBD)</li> <li>• Bloemfontein Zastron (Bloemfontein CBD)</li> <li>• Kroonstad</li> <li>• Welkom</li> </ul>
	Customs (1)	<ul style="list-style-type: none"> <li>• Ladybrandt DDU</li> </ul>
	SARS/State Warehouse (1)	<ul style="list-style-type: none"> <li>• Ladybrandt State Warehouse</li> </ul>
	Port of Entry (4)	<ul style="list-style-type: none"> <li>• Caledonspoort (Border post)</li> <li>• Ficksburg (Border post)</li> <li>• Maseru Bridge (Border post)</li> <li>• Van Rooyenshek (Border post)</li> </ul>
KwaZulu-Natal (14)	Corporate/Admin/Contact Office (1)	<ul style="list-style-type: none"> <li>• Durban Trescon House (Durban CBD)</li> </ul>
	Revenue (6)	<ul style="list-style-type: none"> <li>• Newcastle</li> <li>• Pietermaritzburg</li> </ul>



		<ul style="list-style-type: none"> <li>• Pinetown</li> <li>• Port Shepstone</li> <li>• Richards Bay</li> <li>• Umhlanga</li> </ul>
	Customs (2)	<ul style="list-style-type: none"> <li>• Durban Scanner (Durban Harbour)</li> <li>• Durmail (Durban CBD)</li> </ul>
	SARS/State Warehouse (1)	<ul style="list-style-type: none"> <li>• Durban New Pier Scanner (Durban CBD)</li> </ul>
	Port of Entry (4)	<ul style="list-style-type: none"> <li>• Golela (Border post)</li> <li>• King Shaka Airport</li> <li>• Kosi Bay (Border post)</li> <li>• Qachasnek (Border post)</li> </ul>
Mpumalanga (12)	Revenue (3)	<ul style="list-style-type: none"> <li>• Emalahleni</li> <li>• Mbombela</li> <li>• Standerton</li> </ul>
	Customs (2)	<ul style="list-style-type: none"> <li>• Lebombo Commercial (Komatipoort) (Border post)</li> <li>• Lebombo DDU (Komatipoort) (Border post)</li> </ul>
	Port of Entry (7)	<ul style="list-style-type: none"> <li>• Jeppes Reef (Border post)</li> <li>• KMIA (Mbombela)</li> <li>• Lebombo BP (Komatipoort) (Border post)</li> <li>• Mahamba (Border post)</li> <li>• Mananga (Border post)</li> <li>• Nerston (Border post)</li> <li>• Oshoek (Border post)</li> </ul>
Limpopo (8)	Revenue (4)	<ul style="list-style-type: none"> <li>• Giyani</li> <li>• Lebowa kgomo</li> <li>• Polokwane</li> </ul>

		<ul style="list-style-type: none"> <li>• Thohoyandou</li> </ul>
	Port of Entry (3)	<ul style="list-style-type: none"> <li>• Beit Bridge (Musina) (Border post)</li> <li>• Groblersbrug (Border post)</li> <li>• Polokwane Gateway</li> </ul>
	SARS/State Warehouse (1)	<ul style="list-style-type: none"> <li>• Musina Warehouse (Musina)</li> </ul>
North-West (7)	Revenue (3)	<ul style="list-style-type: none"> <li>• Klerksdorp</li> <li>• Mmabatho/Mafikeng</li> <li>• Rustenburg</li> </ul>
	Port of Entry (4)	<ul style="list-style-type: none"> <li>• Kopfontein (Border post)</li> <li>• Pilanesberg Airport</li> <li>• Ramatlabama (Border post)</li> <li>• Skilpadshek (Border post)</li> </ul>

## 15 Minimum Maintenance Requirements

### 15.1 Appendix B: HVAC Systems

The following Quarterly Maintenance activities are minimum requirements for air-conditioning equipment, and neither preclude nor limit any manufacturers or other recommended maintenance requirements. Normal routine maintenance should at the least include the activities listed below.

#### **Quarterly (Minor) Maintenance Service x 3**

- Clean evaporative coil, filters and unit.
- Clean condenser and condenser coil.
- Visual inspection for leaks, cracks, damage, or any other mechanical or structural problems. Include all units & pipe-work.
- Check & correct gas pressures and verify proper operation of the system.
- Check and ensure that set point temperature is set between 20.5 °C and 22.5 °C, all depending on the amount of equipment and heat load in the room.
- SARS representative to sign the completed service report.

#### **Quarterly (Major) Maintenance Service X 1**

- Clean evaporative coil, filters and unit.
- Clean condenser and condenser coil.
- Visual inspection for leaks, cracks, damage, or any other mechanical or structural problems. Include all units & pipe-work.
- Check & correct gas pressures and verify proper operation of the system.
- Check and ensure that set point temperature is set between 20.5 °C and 22.5 °C, all depending on the amount of equipment and heat load in the room.
- Detailed inspection for leaks, cracks, damage, or any other mechanical or structural problems. Include all units & pipe-work.
- Detailed inspection of the Electrical system for any problems, damage or safety risks. Ensure proper operation & integrity.
- Check the condensate drainage system, clean, and verify proper operation. Check no blockages or airlocks in drainpipes and ensure no sagging or kinks. Purge drainpipes with compressed air to remove any build-up of deposits.
- Check External coils for damage, soiling or corrosion, and acid wash if necessary.

- Ensure that each air-conditioner have a controller available and replace batteries where necessary.
- SARS representative to sign the completed service report.

**Governance Matters**

- All necessary certificates must be provided to SARS IT Facilities.
- Service Provider must affix “service stickers” to the relevant equipment.
- Service Provider to submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.

## 15.2 Appendix C: UPS Systems

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.

### 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

### Annual Maintenance

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 as recommended by the manufacturer.
- Upgrade firmware if needed

**Governance Matters**

- All necessary certificates must be provided to SARS IT Facilities.
- Service Provider must affix “service stickers” to the relevant equipment.
- Service Provider to submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.

### 15.3 Appendix D: Fire Detection, Control & Prevention Systems

The following annual service and maintenance activities are minimum requirements for fire detection, control and prevention equipment, as well as the related safety equipment, and neither preclude nor limit any manufacturers or other recommended maintenance requirements.

Requirements will differ from office to office, depending on what equipment is installed. This section addresses the principles rather than the letter of what is required.

Any maintenance work, tests or certification required for compliance to fire department or legislative regulations must be included as part of the maintenance program.

The replacement of backup batteries must be included in the six-monthly maintenance service at least every second year to reduce the risk of failure (Bi-Annually)

#### **Quarterly Maintenance Service**

- Full systems test every three months.
- Normal routine maintenance activities must all be done, and the systems, controllers etc. tested for proper operation (except for the actual release of gas).
- Gas cylinders, valves, piping, nozzles etc. must be inspected and confirmed to be in good functional condition.
- Smoke detectors, water sensors etc. must be cleaned and tested for correct operation, and system outputs such as alarms, escape door release operation, warning signals, alarms etc. must be tested and validated for proper operation.
- A comprehensive check and maintenance must be done every 3 months, followed by the necessary actions to achieve certification, meet code regulations, or repair any problems.
- Likewise, Rescue and Safety equipment, breathing apparatus sets, etc. must be serviced and confirmed to be in good functional condition.
- Testing and certification of pressure cylinders must be done according to regulations.

**Governance Matters**

- An onsite log must be placed adjacent to or inside each fire system control box to confirm maintenance activities, and to track work done.
- All necessary certificates must be provided to SARS IT Facilities.
- Service Provider must affix “service stickers” to the relevant equipment.
- Service Provider to submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.



## 15.4 Appendix E: Electrical Reticulation - LT

The IT Facility electrical reticulation must be checked and serviced annually to ensure reliable and safe operation, and compliance with electrical codes.

The following annual maintenance activities are minimum requirements for IT Facilities electrical installation (Electrical reticulation, DB's, lighting, plugs sockets, grounding etc.)

These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities.

Normal routine maintenance activities should all be done and must at least include the activities outlined in the following paragraphs of this section.

Normal electrical maintenance activities should be performed, and must include at least the following:

- DB's must be cleaned and inspected for any wiring problems, burned wires, hot connections, safety hazards, and earth integrity.
- All circuit breaker, bus-bar, neutral and earth connections must be checked and screws tightened where loose.
- Burned or hot circuits must be checked for overload or bad connections, and any damaged components replaced.
- The power load on the board should be checked, and any overload condition reported to SARS IT Facilities Team
- Where relevant the earth leakage unit must be tested for correct function.
- Lights, plugs, switches and wiring must be checked for proper operation and safety.
- Any safety issues should be attended to immediately, along with any minor repairs or adjustments that may be needed. Should this incur Time and Material charges, prior authorization must be obtained from the SARS IT Facilities Team before proceeding. Where it is required to switch off the supply to the DB to affect repairs, arrangements must be made with IT Facilities.
- Infrared Scanning of all DB boards.

**Governance Matters:**

- All necessary certificates must be provided to SARS IT Facilities.
- Service Provider must affix “service stickers” to the relevant equipment.
- Service Provider to submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.

## 15.5 Appendix F: Electrical Reticulation - HT

The IT Facility electrical reticulation must be checked and serviced annually to ensure reliable and safe operation, and compliance with electrical codes.

The following annual maintenance activities are minimum requirements for IT Facilities electrical installation (HT Switchgear, MLV distribution boards, transformers, mini substations).

These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities.

Normal routine maintenance activities should all be done and must at least include the activities outlined in the following paragraphs of this section.

Electrical maintenance activities should be performed, and must include at least the following:

- Switch **on** Generators
- Switch **off** Main supply
- Rack out main switch gear and perform the maintenance as stipulated by regulations
- Measure and confirm oil levels in Transformer (top-up to be done on quotation basis)
- Clean switch room, transformer and physical environment
- Report all possible issues for action
- Supply test report

### **Governance Matters:**

- All necessary certificates must be provided to SARS IT Facilities.
- Service Provider must affix “service stickers” to the relevant equipment.
- Service Provider to submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.

## 15.6 Appendix G: Environmental Monitoring Systems

No maintenance is required however a visual inspection, including verification of the system being online and operational, is required as part of the maintenance schedule.

Service Provider to ensure that the monitoring devices are clean and all cables secure and intact.

If unit is not operational, repairs will be affected under a break-fix condition.

## 15.7 Appendix H: Access Control Systems

No maintenance is required however a visual inspection, including verification of the system being online and operational, is required as part of the maintenance schedule.

Service Provider to ensure that the access control devices are clean and all cables secure and intact.

If unit is not operational, repairs will be affected under a break-fix condition.

## 15.8 Appendix I: ICT Facility Housekeeping

The purpose of this requirement is to ensure that ICT Facilities remain in a good, clean, safe and functional condition and that any problems or breakages to structure, fittings etc. get attended to and repaired.

- Faulty light bulbs or fluorescent tubes should be replaced as needed and light fittings confirmed as operational.
- Rooms should be clean, and floors swept clean and washed where necessary. Note that the Service Provider is required to co-ordinate the cleaning activity with the building cleaning service where possible.
- A check of room fittings for loose or missing covers, faulty doors, broken locks, damage to floor or ceiling, etc., must be done, and attended to where possible. Any problems requiring subsequent repairs must be reported to IT Facilities Team for follow up.
- A safety check must be done, and any problems attended to or reported.
- SARS representative must sign the completed Service report in each case.

## 15.9 Appendix J: Minimum Maintenance Requirements (Mobile Tax Units)

The following Annual Maintenance activities are minimum requirements for MTU equipment and neither preclude nor limit any manufacturers or other recommended maintenance requirements.

Normal routine maintenance activities should all be done and must at least include the activities outlined in the following paragraphs of this section.

### **Annual Maintenance Service (MTU Generator)**

- Drain oil
- Remove oil filters
- Remove air filters
- Remove fuel filters
- Replace oil
- Replace oil filters
- Replace/clean Air filters
- Replace fuel filters
- Check for leaks
- Check charging alternator
- Check engine mountings
- Check alternator mountings
- Check electrolyte levels in starter batteries (Replace battery if necessary)
- Clean, tighten and re-grease battery terminals
- Re-Check oil levels in generator (top-up if needed)
- Test run Generator
- Check generator rack sliding wheels (replace if necessary)

### **Power Connections and Fittings**

- Check extension reel functionality

## 16 Appendix K: Break-Fix and Maintenance History

### 16.1 ICT Facilities Break-Fix Events (Jan-2025 to Aug-2025)

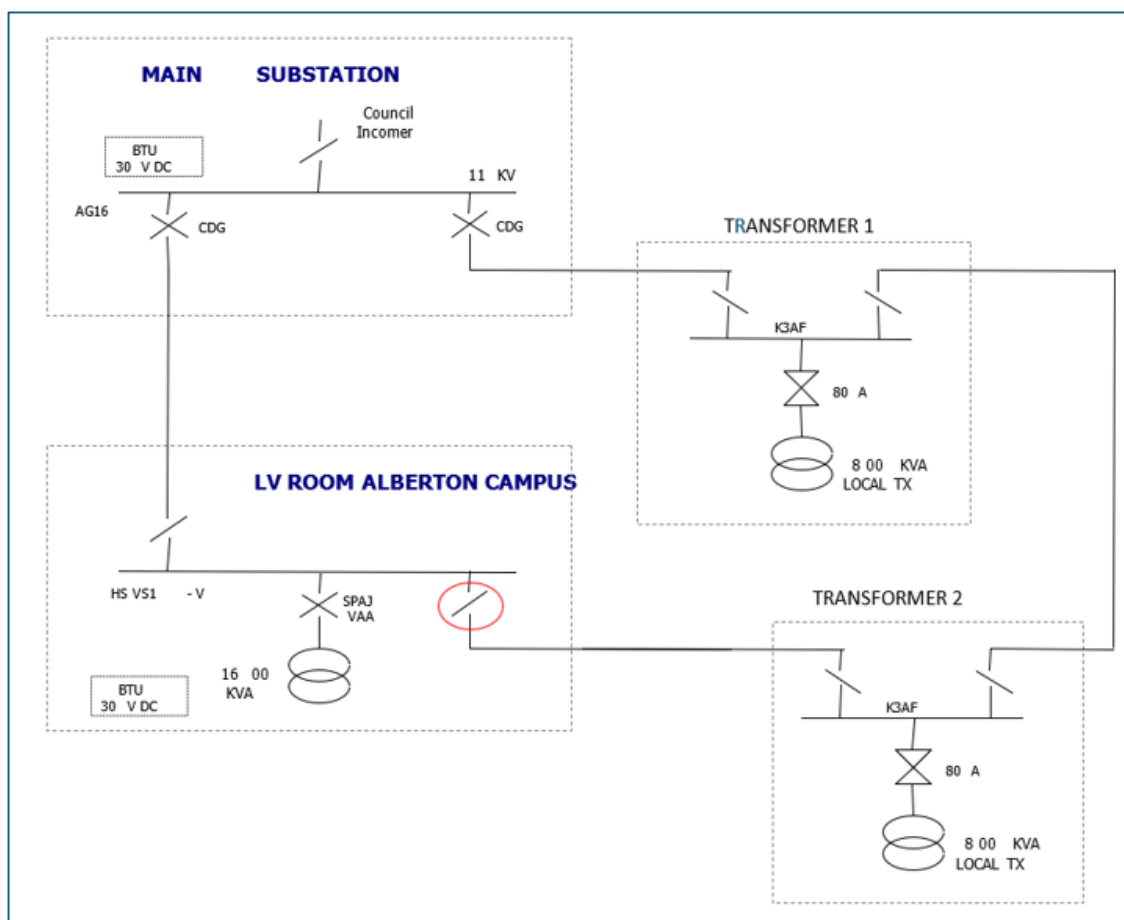
Province	UPS	AC	Fire System	Avg (UPS) /	Avg (AC) / Month	Avg (FS) / Month
Eastern Cape	1	1	0	0.1	0.1	0.0
Free State	2	1	1	0.3	0.1	0.1
Gauteng	10	56	7	1.3	7.0	0.9
KwaZulu-Natal	10	3	0	1.3	0.4	0.0
Limpopo	3	2	0	0.4	0.3	0.0
Mpumalanga	3	3	0	0.4	0.4	0.0
Northern Cape	2	1	2	0.3	0.1	0.3
North-West	3	1	2	0.4	0.1	0.3
Western Cape	5	8	0	0.6	1.0	0.0

### 16.2 ICT Facilities Maintenance Events (Jan-2025 to Aug-2025)

Province	UPS	AC	Fire System
Eastern Cape	2	2	2
Free State	2	2	2
Gauteng	2	2	2
KwaZulu-Natal	1	1	1
Limpopo	1	1	1
Mpumalanga	1	1	1
Northern Cape	2	2	2
North-West	1	1	1
Western Cape	2	2	2

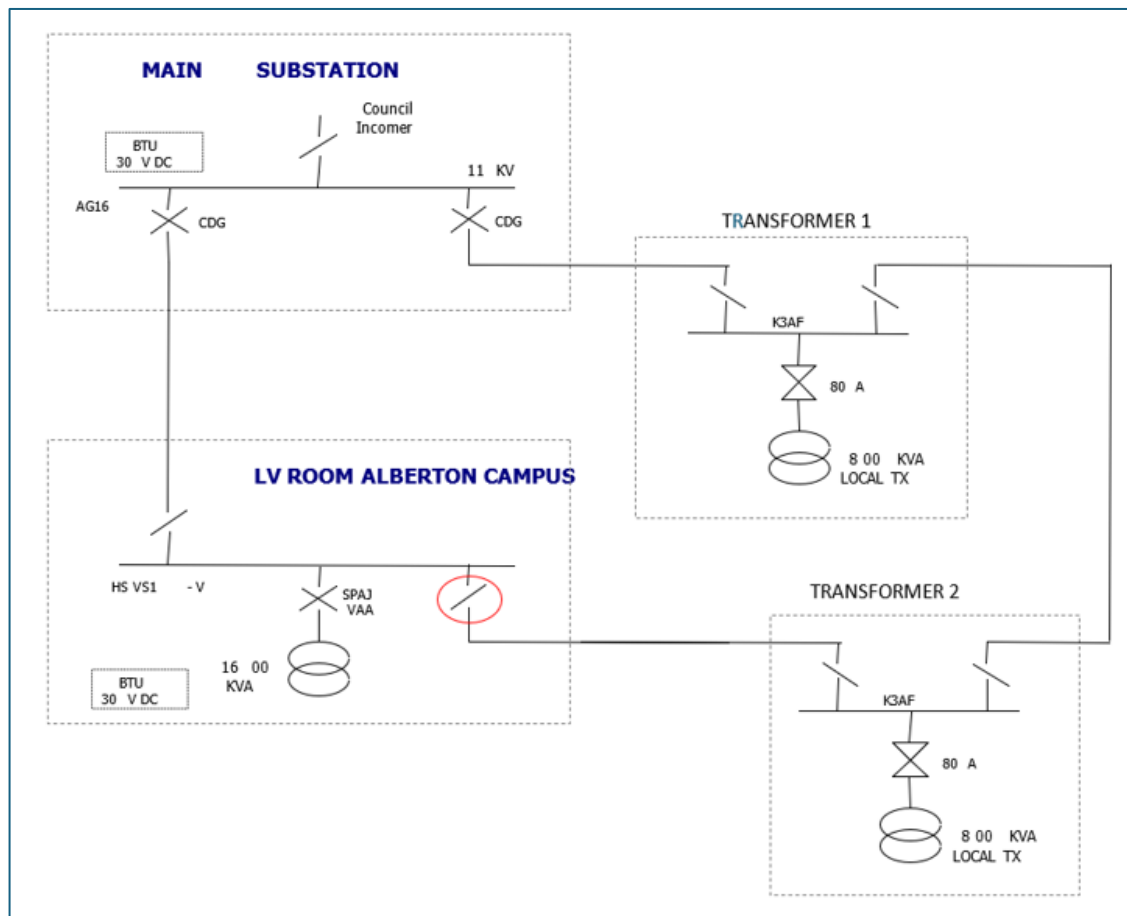
## 17 Appendix L: 11KV Electrical Networks

### 17.1 Le Hae la SARS Campus - 11KV Electrical Network



Le Hae la SARS 11 kV Electrical Network

## 17.2 Alberton Campus - 11KV Electrical Network



Alberton Campus 11 kV Electrical Network



## 18 Appendix M: Break-Fix and Maintenance History

Services of the HT Network and related Infrastructure at the SARS Le Hae la SARS and Alberton Campuses is conducted annually.

### 18.1 Alberton Campus Break-Fix History (HT Network & Infrastructure)

Month	Event
Jan-2025	None
Feb-2025	None
Mar-2025	None
Apr-2025	None
May-2025	None
May-2025	None
May-2025	None
Jun-2025	None
Jul-2025	None
Aug-2025	None

**Summary:** No Break-Fix incidents during the period.

### 18.2 Alberton Campus Maintenance History (HT Network & Infrastructure)

Month	Event
Jun-2025	HT Network & Infrastructure Service

### 18.3 Brooklyn Break-Fix History (HT Network & Infrastructure)

Month	Event
Jul-2024	None
Aug-2024	Replace two breakers on Mini-Sub 1 (Generator change-over)
Sep-2024	None
Oct 2024	None
Nov-2024	None
Dec-2024	None
Jan-2025	None
Feb-2025	Replace one breaker on MLV B (Generator change-over)
Mar-2025	None
Apr-2025	None
May-2025	None
Jun-2025	None
Jul-2025	None

Aug-2025	None
Sep-2025	Repaired breaker on main incomer switchgear (11kV)

**Summary:** Three Break-Fix incidents between July 2024 and September 2025

#### 18.4 Upgrades/Improvements @ Brooklyn (HT Network & Switchgear)

Month	Event
Jan-25 to Sep-25	None

#### 18.5 Brooklyn Maintenance History (HT Network & Infrastructure)

Month	Event
Jun-2024	HT Network & Infrastructure Service