



Business Requirements Specification

RFP21 -2025 Provision of integrated pest control management services for a period of sixty (60) months for SARS offices nationwide

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

1. Introduction

The South African Revenue Service (SARS) intends to appoint a service provider(s) for the provision of Integrated Pest Management Services for SARS Offices, nationally for a period of sixty (60) months. The regions (or offices) have been divided into clusters as contained in this specification document and the pricing template attached as Annexure C to the specifications. A cluster consists of a region/s that have been grouped together as set out in paragraph 13 below.

2. Scope of Work

- a) This specification is part of a comprehensive Integrated Pest Management (IPM) program for SARS buildings listed herein. IPM is a process for achieving long-term, environmentally sound pest suppression and prevention using a wide variety of technological and management practices.
- b) The successful service provider shall furnish all supervision, labour, materials, and equipment necessary to accomplish the monitoring, trapping, pesticide (spraying and fogging in SARS listed buildings as well as servicing of Internal and External Bait Stations and Flycatchers) application, and pest removal components of the IPM program.

2.1 The overall purpose of an Integrated Pest Management (IPM) program include:

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

2.2 The service provider shall adequately perform the following pest control service on a monthly basis:

- a) Spraying and or fogging in and around the SARS buildings
- b) Service indoor and outdoor populations of rodents, ants, cockroaches, dust, paper mites, mosquitoes, spider webs.
- c) Placement and servicing of interior and exterior bait stations at SARS buildings where required.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

2.3 Ad-hoc services

- a. On an ad-hoc basis, SARS may request the service provider to provide ad-hoc services for all pest populations that are incidental invaders inside and outside the specified buildings, including winged termite swarms emerging indoors, bees, wasps, snakes, fogging, removal of weed bugs, lizards, snakes, spiders, and frogs.
- b. Quotations will be requested, and a purchase order issued before rendering this service. The service provider shall respond within 3 hours of being notified of an Ad-hoc request and the Ad-hoc request must be resolved within 24 hours of being notified. Follow-ups on Pest Control rendered services shall be done at no cost to SARS.

2.4 The following areas in all buildings must be treated on a monthly basis:

- a) Distribution Boards, entrances / foyers, toilets, kitchens, and pause areas.
- b) Filling and storerooms.
- c) Passages.
- d) All offices and common areas.
- e) Waste disposal areas and Basements.

2.5 Use of Pesticides

- a) The service provider shall be responsible for the application of pesticides according to the label.
- b) All pesticides used by the service provider must be registered with the Department of Agriculture as stipulated by Act No. 36 of 1947.
- c) Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable local laws and regulations.
- d) SARS shall not provide storage facilities for the service provider's equipment and or products on-site.
- e) The service provider shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the Physical Facilities representative.

2.6 Pesticide Application Service Requirements

- a) Pesticide application shall be according to need and not by schedule.
- b) As a rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

- c) Written approval must be granted by the Physical Facilities representative prior to any preventive pesticide application minimization of risk when the use of pesticide is necessary, the service provider shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.
- d) The service provider shall not store any pesticide product in a SARS occupied building specified in this contract.
- e) A Pest Register product data sheet must be submitted for every product used and brought on site for pesticide application service requirements.
- f) The service provider shall not store any pesticide product in a SARS occupied building specified in this contract.

2.7 Insect Control

- a) Emphasis on non-pesticide methods, the service provider shall use non-pesticide methods of control wherever possible. For example: Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, for swarming (winged) ants and termites, and for control of spiders in webs.
- b) Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.
- c) Application of insecticides to cracks and crevices, as a rule the service provider shall apply all insecticides as "crack and crevice" treatments only, treatments in which the formulated insecticide is not visible to a bystander during or after the application process.
- d) Application of Insecticides to exposed surfaces or as Space Sprays Application of insecticides to exposed surfaces or as space sprays ("fogging") shall be restricted to exceptional circumstances where no alternative measures are practical.
- e) The service provider shall obtain approval of the Physical Facilities representative prior to any application of insecticide to an exposed surface or any space spray treatment.
- f) No surface application or space spray shall be made while tenant personnel are present. The service provider shall take all necessary precautions to ensure tenant and employee safety (service provider's staff and SARS staff), and all necessary steps to ensure the containment of the pesticide to the site of application.
- g) Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.
- h) Monitoring sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.

2.8 Rodent Control

- a) Indoor trapping, as a rule, rodent control inside buildings shall be accomplished with trapping devices only.
- b) All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations i.e., placed in Distribution Boards and certain ceiling areas.
- c) Trapping devices shall be checked on a schedule approved by the Physical Facilities representative.
- d) The service provider shall be responsible for disposing of all trapped rodents within 24 hours of being informed and all rodent carcasses in an appropriate manner. Owl houses are to be considered in this regard.
- e) The service provider shall be responsible for the removal and installation of Odour bags for the treatment of infestations and odours.

2.9 Use of Rodenticides

- a) In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control inside buildings, the service provider shall obtain approval of the Physical Facilities representative prior to making any interior rodenticide treatment, provided that the poisoned carcasses are removed and destroyed and are not harmful to predators i.e., owls, snakes, etc.
- b) All rodenticides, regardless of packaging, shall be placed in locations not accessible to children, pets, wildlife, and domestic animals. As a rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.

2.10 Use of External Bait Stations / Bait Boxes

- a) All bait boxes shall be maintained with an emphasis on the safety of non-target organisms. The service fee must be included in the monthly cost which includes the rental of the bait stations and the service thereof.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

2.11 The service provider shall adhere to the following five points:

- a) All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
- b) The lids of all bait boxes shall be securely locked or fastened shut.
- c) All bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface so that the box cannot be picked up or moved.
- d) Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
- e) All bait boxes shall be labelled on the inside with the service provider's business name and address and dated by the service provider's technician at the time of installation and each servicing.

3. Structural Modifications and Recommendations

- a) Throughout the term of the contract, the service provider shall be responsible for advising the Physical Facilities representative about any structural, sanitary, or procedural modifications that would reduce pest food, water, harbourage, or access.
- b) The service provider shall be responsible for adequately suppressing all pests included in this contract regardless of whether the suggested modifications are implemented.
- c) The service provider will not be held responsible for carrying out structural modifications as part of the pest control effort. However, minor applications of caulk and other sealing materials by the service provider to eliminate pest harbourage or access may be approved by the Physical Facilities representative on a case-by-case basis.
- d) The service provider shall obtain the approval of the Physical Facilities representative prior to any application of sealing material or other structural modification.
- e) Procurement and Physical Facilities, in consultation with SARS' Health and Safety Department will continually evaluate the progress of the contract in terms of effectiveness and safety and will require such changes as necessary.

4. Building Inspections

- a) The service provider shall complete a thorough initial inspection of each building or site at least ten (10) working days prior to the commencement of the contract. The purpose of the initial inspections is to allow the service provider an opportunity to evaluate the pest control needs for all buildings and to identify problem areas and any equipment, structural features, or management practices that are contributing to pest infestations.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

- b) Access to building space shall be coordinated with the Physical Facilities Management representative.
- c) The Physical Facilities Management Representative will inform the service provider of any restrictions or areas requiring special scheduling.

5. Pest Control Plan

- a) The service provider shall submit to the Physical Facilities representative (or requesting office) a Pest Control Plan within five (5) working days of commencement of the contract.
- b) Upon receipt of the Pest Control Plan, the Physical Facilities representative will render a decision regarding its acceptability within two (2) working days.
- c) If aspects of the Pest Control Plan are incomplete or disapproved, the service provider shall have two (2) working days to submit a revised proposal.
- d) The service provider shall be on-site to perform the initial service visit for each building within the first five (5) working days of the commencement of the contract.

5.1. The Pest Control Plan shall consist of the following parts:

- a) Proposed materials and equipment of the service provider that will be used in rendering the Integrated Pest Control Management services.
- b) Current labels and Material Safety Data Sheets (MSDS) for all proposed pesticides to be used, brand names of pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be proposed to IPC service.
- c) Proposed Methods for monitoring and detection, the service provider shall describe methods and procedures to be used for identifying sites of pest harbourage and access, and for making objective assessments of pest population levels throughout the term of the contract.
- d) Service Schedule for each building or site, the service provider shall provide complete service schedules on a monthly frequency of service provider visits, specific day(s) of the week of service provider visits, and approximate duration of each visit.
- e) Description of any structural or operational changes that would facilitate the Pest Control effort.
- f) The service provider shall describe site-specific solutions for observed sources of pest food, water, harbourage, and access.

6. Quality Control Program

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

- a) The service provider shall establish a complete quality control program to ensure the requirements of the contract are provided as specified.
- b) The Quality control program shall be jointly signed upon by both the service provider and the Physical Facilities representative and regularly reviewed and agreed upon.
- c) Within 1 (one) calendar month prior to the starting date of the contract, the service provider shall submit a copy of his quality control program to the Physical Facilities representative.

6.1 The program shall include at least the following items:

- a) Inspection System: The service provider's quality control inspection system shall cover all the services stated in the contract. The purpose of the system is to detect and correct deficiencies in the quality of service before the level of performance becomes unacceptable and/or the Physical Facilities representative identifies the deficiencies.
- b) A quality control checklist shall be used in evaluating contract performance during regularly scheduled and unscheduled inspections.
- c) The checklist shall include every building or site serviced by the service provider as well as every task required to be performed.
- d) A quality control file shall contain a record of all inspections conducted by the service provider and any corrective actions taken.
- e) The file shall be maintained throughout the term of the contract and made available to Physical Facilities upon request.
- f) The service provider shall state the name(s) of the individual(s) responsible for performing the quality control inspections for all the awarded sites.

7. General Health, Safety and Environment Obligations

- a) In accordance with the Occupational health and Safety Act 85 of 1993 as amended, the service provider shall observe all safety precautions throughout the performance of this contract. All work shall be in strict accordance with all applicable Occupational Safety and Health Regulations.
- b) The service provider shall assume full responsibility and liability for compliance with all applicable regulations pertaining to the health and safety of personnel during the execution of work.
- c) Special entrance to certain areas within some buildings may require special instructions for persons entering them.
- d) Any restrictions associated with these special areas will be explained by the Physical Facilities representative.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

- e) The service provider shall adhere to the restrictions and incorporate them into the Pest Control Plan.
- f) The service provider shall determine the need for and provide any personal protective items required for the safe performance of work.
- g) Protective clothing, equipment, and devices shall, as a minimum, conform to Occupational Safety and Health Regulations standards for the products being used.
- h) The service provider must provide a Health and Safety file for pest control management services within the first month of the commencement of the contract.
- i) All service provider personnel working in or around buildings specified in this contract shall wear branded protective clothing. SARS reserves the right to decline and/or remove a service providers employee not adhering to this requirement.

8. Record Keeping

- a) The service provider shall be responsible for maintaining a pest control file for each building or site specified in the awarded contract.
- b) These records shall be kept on-site and maintained on each visit by the service provider. The record keeping file shall be co-signed by Physical Facilities representative updated regularly for the work done.
- c) Each Record Keeping File shall contain at least the following items:
 - i. A copy of the service provider's approved Pest Control Plan, labels and Material Safety Data Sheets for all pesticides used in the building.
 - ii. brand names of all pest control devices and equipment used in the building.
 - iii. the service provider's service schedule for the specific building.
 - iv. A completed, dated and signed inspection report after every service, these reports will be used to advise the service provider of routine service requests and to document the performance of all work, including emergency work.

9. Office Hours

- a) The service visits are to be scheduled at the following times:
 - i. Weekday office hours (Monday to Friday): service visits to start at 15:00; and
 - ii. Weekends (Saturday): service visits to start at 08:00, alternatively on agreement with the Physical Facilities representative.
- b) When it is necessary to perform work outside of the regularly scheduled service time outlined in the Pest Control Plan, the service provider shall notify the Physical Facilities representative at least one day in advance.
- c) Work done outside the regular hours shall be at the same rate as the normal hours.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

10. Service Provider Personnel

- a) The service provider shall provide valid certified copy registration/s of their pest control officer/s for registration with the Department of Agriculture for every service provider employee who will be performing on-site service under this contract.
- b) The service provider shall be responsible for carrying out work according to the pre-approved Pest Control Plan.
- c) The service provider shall receive the concurrence of Physical Facilities prior to implementing any subsequent changes to the approved Pest Control Plan, including additional or replacement pesticides and on-site service personnel.

11. Objective Criteria and Award Methodology

- a) In the event that the bidder scoring the highest number of points (first ranked scoring bidder) on consolidation of preference points in a particular cluster is financially assessed as presenting a high financial risk, SARS reserves the right to award that cluster to the next ranked scoring bidder with a good financial standing, as an objective criterion.

12. Pricing

- a) Detailed in the tables below are the estimated quantities for pricing, however, bidders should note that the regions have been grouped into clusters in the pricing schedule attached as **Annexure C** to the main RFP document and specifications. A cluster consists of a region/s that have been grouped together as set out in paragraph 13 below.
- b) Bidder are encouraged to bid for all clusters. However, bidders should indicate the cluster/s they are bidding for in the attached bidders tick sheet **Annexure D**.
- c) Bidders should provide prices for the pest control services indicated in accordance with the square metres of the buildings indicated in the pricing schedule and prices for the servicing and rental of Flycatchers, Internal and External Bait stations were indicated in the pricing schedule.
- d) Follow-up on Pest Control rendered service shall be done at no cost to SARS.

13. Quantities

SARS shall, by prior notice with the service provider manage specific quantities as set out below:

- a) Estimated quantities furnished are no guarantee regarding the actual offices in the clusters, internal bait stations, flycatchers, and external bait stations to be serviced. It is included for price comparative purposes only.

RFP 09 -2024 PROVISION OF INTEGRATED PEST CONTROL MANAGEMENT SERVICES FOR A PERIOD OF SIXTY (60) MONTHS FOR SARS OFFICES NATIONWIDE

- b) SARS reserves the following rights:
 - i. SARS reserves the right to add or remove an office/s in a specific cluster in line with SARS business requirements.
 - ii. SARS reserves the right to adjust the frequency and quantities according to its business requirements.
- c) Detailed below are SARS offices and quantities for pricing as per the pricing template attached as **Annexure C** grouped per cluster as follows:
 - 1) Cluster A - Head Office, Gauteng North & Mpumalanga
 - 2) Cluster B - Gauteng Central & Limpopo
 - 3) Cluster C - Gauteng South & Northwest
 - 4) Cluster D - KwaZulu Natal & Eastern Cape
 - 5) Cluster E- Western Cape
 - 6) Cluster F- Northern Cape & Free State