



**MAINTENANCE AND REPLENISHMENT OF DIESEL  
GENERATORS FOR SARS OFFICES NATIONWIDE**

**RFP 24/2016**

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## SECTION 1: INTRODUCTION

- 1.1 The Bid is designed to provide a framework that will enable a broad base of service providers an opportunity to participate in the provision of various generator maintenance support services to SARS, nationwide. The primary objective being to bring the procurement cycle times to a more acceptable level, without losing the essential concepts of openness, fairness, accountability, competitiveness and responsibility.
- 1.2 This document details the services required from a service provider for generator preventative maintenance, fault reporting, problem management, “corrective” repairs and the supply of diesel for SARS generators. In addition, this document defines the roles and responsibilities of the prospective Service Provider and includes the levels of service that are expected.

## SECTION 2: CONTRACT

- 2.1 A thirty six (36) month contract will be entered into between SARS and the successful service provider/s. A draft of the proposed agreement is attached hereto as **Annexure D**.
- 2.2 The Service Provider(s) price must be based on a fixed price basis for duration of 12 months and subject to an escalation of the lesser of 6% (six percent) or the actual inflation rate (CPI) effective from the first anniversary of the commencement of the Services Agreement. Such fixed price should be inclusive of, i.e., material, overheads, profits, etc as SARS will not allow any additional costs not specifically provided for by the Service Provider(s) in the pricing schedule.
- 2.3 SARS reserves the right to award the contract on a regional, per cluster basis and may award a region or cluster to multiple service providers.

- 2.4 SARS has issued together with this Request for Proposal (RFP) a draft services agreement, which contains the minimum contractual terms and conditions upon which SARS is prepared to contract with the successful. SARS reserves the right to add and/or amend the aforesaid terms and conditions.
- 2.5 SARS reserves the right to visit prospective bidder's offices or site of operations should the need arise.
- 2.6 Prospective bidders may submit proposals for any of the regions listed in the tender documents.

#### NOTES TO THE BIDDER:

- There are some of the generators that belong to the landlord of the building who is responsible for the maintenance and support. In those instances, only the replenishment of diesel will be required; and
- There are some generators that are still under warranty with the manufacturers and hence the maintenance and support will only be transferred to the winning bidder/s upon the termination of the maintenance and warranty date.

### **SECTION 3: SCOPE OF WORK**

- 3.1 Bidders' proposals will be evaluated on the technical requirements set out in this section. Bidders are requested to peruse the technical requirements below and supply complete information on the technical aspects identified by SARS.

### 3.2 Technical requirements

	Description	Yes/ No/ Comments
3.2	<b>PREVENTATIVE MAINTENANCE</b>	
3.3.1	<p><i>Preventative maintenance</i> refers to planned maintenance of diesel generators at <b>quarterly</b> intervals or <b>3 times</b> a year in accordance with service specifications contained in this document (refer to <b>Annexure 2C</b> – Scope of works). The prospective Service Provider must carry out all the activities prescribed in <b>Annexure 2C</b> in addition to manufacturer recommendation. The scope given should be seen as guideline and should not supersede manufacturer recommendation.</p> <p>Major service of diesel generator shall be carried out every 250 hrs or 2 years whichever comes first. Corporate Real Estate regional representative will request for major service as s/he deems necessary. The cost for major will be quoted for and separate order issued by regional Corporate Real Estate.</p>	
3.3	<b>FAULT AND PROBLEM MANAGEMENT</b>	
3.3.1	The prospective Service Provider must be in a position to attend and resolve all generator faults and/or problems reported by SARS via the local SARS Facilities Management Helpdesk to the Service Provider's Service Centre.	
3.3.2	<p>The prospective Service Provider will make this Service Centre available to SARS from Mondays to Friday 07h00 to 17h00, excluding weekends and public holidays ("Service Coverage Hours").</p> <p>Alternate number shall be provided for Emergency and after hours callout.</p>	

	Description	Yes/ No/ Comments
3.3.3	The prospective Service Provider will ensure that a qualified technician will be available during the Service Coverage Hours to do troubleshooting and give telephonic support when required.	
3.3.4	The prospective Service Provider will resolve the fault and/or problem arising from a Service Call within 24 hours after receiving a purchase order from SARS.	
3.4	<b>“CORRECTIVE” REPAIR WORK</b>	
3.4.1	<i>“Corrective”</i> refers to fault detection and problem resolution of generator sets in the event of mechanical breakdowns, start failure, hunting and/or stalling of the generator set. The prospective Service Provider’s technicians must be technically qualified to provide corrective repair work in addition to providing telephonic support to SARS Facilities’ maintenance staff.	
3.4.2	<i>Corrective maintenance</i> and <i>call out services</i> in the event of breakdowns and fault detection shall strictly adhere to response timelines as set out in Section 5 of this document.	
3.4.3	The prospective Service Provider must submit a schedule of rates for corrective repair service. The schedule of rates must include all management and supervision fees, travelling, overtime, tools, test equipment, materials, consumables costs, all inclusive of VAT. Schedule rates will be provided by SARS to be completed by contractor.	
3.5	<b>SUPPLY OF DIESEL</b>	
3.5.1	<i>Supply of diesel</i> refers to delivery and replenishment of diesel to the affected SARS site where diesel is required for the generator. Service to be provided on different order.	

	Description	Yes/ No/ Comments
3.5.2	The SARS facilities operations will monitor the fuel levels of the generators and request replenishment on adhoc basis or when necessary, subject to SARS approval.	
3.5.3	<b><u>Please note</u></b> that SARS does not have on-site tanks. Therefore, diesel will need to be ordered on an “as and when” required basis. In most instances, diesel will be required at short notice; service provider must be able to make provision for such instances.	
3.6	<b>DIESEL FILTRATION</b>	
3.6.1	<i>Not applicable at this stage</i>	
3.7	<b>AD HOC SERVICE REQUEST</b>	
3.7.1	<i>Ad hoc</i> service requests involve requests by SARS for upgrades, moves, additions, new acquisitions, new installations, rental of generators and any other changes in respect of the Generators. The prospective Service Provider should be able to quote when required to all <i>ad hoc</i> service requests.	

## SECTION 4: EVALUATION

The following table defines the weighting allocated to each major category that will be used for the evaluation of the Bid responses. Each major category is defined further in the sections below:

MANDATORY CRITERIA	YES/NO
<p>Proof of Public Liability Insurance letter of R 2 000 000 from an insurance broker.</p> <p>Should bidder not have Public Liability Insurance for the required amount, a letter of intent from an insurance broker must be submitted, confirming that the Public Liability Insurance cover amount will be increased to R 2 000 000 upon award of the tender should bidder become a successful service provider.</p>	<p>Yes- Evaluate Further No-Disqualify</p>

**Note:**

*Failure to submit the mandatory requirement, the bidder will be immediately disqualified and not be considered for further evaluations.*

## **TECHNICAL EVALUATION CRITERIA**

	<b>Company Profile</b>	<b>Yes/ No/ Comments</b>
<b>4.1</b>	<b>Experience in generator maintenance industry</b>	<b>25</b>
4.1.1	<ul style="list-style-type: none"> <li>• Provide CV's of technical staff to be used on project with Certificates of skills related to Project. (min of 5 x CV's requested).</li> <li>• Supply a list of current and previous maintenance generator projects including generator capacity, etc. (minimum of 3)</li> <li>• Emergency Contact details for after-hours services (Mobile &amp; landline).</li> <li>• Physical address of company main offices &amp; branches and contact numbers, Mobile and landline.</li> </ul>	
<b>4.2</b>	<b>References</b>	<b>10</b>
4.2.1	<ul style="list-style-type: none"> <li>• Client names, contact numbers and approximate value of contract or service rendered on maintenance of electrical backup systems. Reference letter will also suffice (min of 4 x references requested).</li> </ul>	
<b>4.3</b>	<b>Health &amp; Safety</b>	<b>15</b>
4.3.1	<ul style="list-style-type: none"> <li>• Health and safety policy/plan of bidders' company.</li> </ul>	
<b>4.4</b>	<b>Spares Capacity &amp; Sourcing</b>	<b>10</b>

	<b>Company Profile</b>	<b>Yes/ No/ Comments</b>
4.4.1	<ul style="list-style-type: none"> <li>•List key suppliers where spares will be sourced with contact numbers (min of 5 x suppliers).</li> <li>•List of critical spares and equipment/tools to be used on project.</li> </ul>	
<b>4.5</b>	<b>Mobilisation Plan</b>	<b>30</b>
4.5.1	<ul style="list-style-type: none"> <li>•Process flow of how calls and delivery of service will be managed and conducted. Please provide a process flow of how maintenance work is going to be managed.</li> <li>•Quality assurance to ensure work conforms to highest standards and material used is approved by Manufacturers or applicable Board.</li> </ul>	
<b>4.6</b>	<b>Contingency (Quality Management System)</b>	<b>10</b>
4.6.1	<ul style="list-style-type: none"> <li>•Bidder to submit a plan to address diesel spillage, leaks, etc on site</li> <li>•Provide a contingency plan in the event of any industrial action by service provider/s or employees.</li> </ul>	
	<b>TOTAL TECHNICAL EVALUATION</b>	<b>100</b>

**Evaluation:**

- The technical evaluation will be done according to the above evaluation criteria.
- Only bidders that score **70%** or more for this evaluation will advance to the next round of Pricing and BEE evaluation.

## FINANCIAL REQUIREMENTS

- The service provider is expected to submit a reviewed or audited Financial statements from an approved Financial Institution for the past 3 (three) financial years.
- This statements should include amongst others the following documents:
  - i. Statement of financial standing of the Company;
  - ii. Statement of financial performance;
  - iii. Cash-flow statement and notes.

**Note: Financial Analysis will be conducted on all qualifying bidders that meet the technical, BEE and pricing threshold.**

## SECTION 5: RESPONSE TIMES

	Specification/ Description	Yes/ No/ Comments
5.1	Response times as indicated in Table 1 below is defined in terms of Emergency and urgent levels and has to be strictly adhered to in terms of the specifications as outlined below:	
5.2	The metrics applicable for the “Time to Resolve” generator malfunction and/or failures is set out in Table 1 below. A Service Level failure for a generator as a whole will occur if any of the metrics specified below are not met in the relevant month.	

Table 1				
Incidents	“ Guide lines” Resolution Time Targets (Hours)			
	Availability	Response Times <100km CBD	Response times >100km to300km CBD	Response >300km to 500km from CBD
<b>Emergency</b>	24 hours a day, 7 days a week	<b>2hrs</b>	<b>4hrs</b>	<b>8hrs</b>
<b>Urgent with no impact to business</b>	07h00 to 17h00	<b>4hrs</b>	<b>6hrs</b>	<b>24hrs</b>
<b>After hours</b>	18h00 to 7h00	<b>4hrs</b>	<b>6hrs</b>	<b>24hrs</b>

Incident resolution times are detailed in Table 2 below:

Table 2			
Incidents	“ Guide lines “Resolution Time Targets (Hours)		
	Incident Response	Fix or Workaround	Comply- Yes/ No
“Corrective” Repair	6hrs	8 hours make safe and resolution time to be communicated based on extent of fault. Update within 2 hours on critical failures.	
Service Requests	24 hours	The servicing of diesel generator is a planned activity and delivery will take place in scheduled month. Failure to do so will result in service failure by contractor. Within 1 month	

## SECTION: 6 GENERAL CONDITIONS

	Specification/ Description	Yes/ No/ Comments
6.1	This Bid will be regarded as a <u>fixed term contract</u> whereby certain services mentioned in par 3.8.1 above may be acquired from successful Bidders on an “ad-hoc” basis over the period of 36 months.	

	Specification/ Description	Yes/ No/ Comments
6.2	The following is required of a Bidder:	
6.2.1	A definite indication of compliance with minimum requirements. Any deviations from the set specifications must be motivated/ explained as an addendum to the Bid.	
6.2.2	Any volume discounts for items specified in Annexures A and B must be indicated.	
6.2.3	The specifications contained in this document are the <u>minimum requirements</u> of the South African Revenue Service. The bidder must use manufacturer recommendations in addition to requirements set in this document.	
6.2.4	Bidders are required to clearly indicate for which region/cluster a Bid is submitted for. Please refer to Annexure E attached hereto.	
6.2.5	The successful Bidder(s) must have sufficient infrastructure on a regional basis for the effective execution/management of the contract.	
6.2.6	The successful Bidder shall submit reports for all maintenance and “break/ fix” repair work undertaken to the relevant SARS Regional Facilities Manager/representative on a monthly basis.	
6.2.7	The successful Bidder must adhere to the Service Level timelines and the service availability target applicable to this Service as set out in Section 5 and Tables 1 – 2.	
6.3	SARS shall conduct contract management meetings on time to be agreed with each service provider in order to discuss the performance of the Service Provider.	
6.4	Bidders may make use of sub-contractors. The contract will	

	<b>Specification/ Description</b>	<b>Yes/ No/ Comments</b>
	however be awarded to the Bidder as the primary contractor, who will be responsible for the management of the contract. The use of sub-contractors may not exceed 25% of the total of the contract pricing. No separate contracts will be entered into between SARS and any such sub-contractors.	

<b>Table 3 – Guidelines</b>			
<b>Meeting</b>	<b>Frequency</b>	<b>SARS Representative</b>	<b>Service Provider Representative</b>
<b>Service Relationship Review</b>	Annually	National Facilities Manager: SLA National Financial Manager	National Service Manager
<b>Service Review</b>	Monthly	SARS Regional Facilities Management	National Service Manager

## SECTION 7: SERVICE LOGBOOKS AND SERVICE REPORTS

	Specification/ Description	Yes/ No/ Comments
7.1	All call out times and comments shall be recorded on the call out work request form, complete with the fault condition and steps taken to remedy the problem. The name of the person who reported the problem must also be recorded.	
7.2	These logbooks shall be kept on site at the relevant SARS Facilities Office and must be made available to the Service Provider's technicians on request.	

## SECTION 8: SERVICE LEVEL AGREEMENT

8.1 A service level agreement will be entered into between SARS and the successful Bidder. Please refer to Annexure F attached hereto for the proposed draft SLA.

## SECTION 9: CALL LOGGING PROCEDURE

Specification/ Description	Compliance Yes/ No/ Comments
The following procedure must be followed by SARS when reporting faults to the Service Provider:	
Fault/Problem identified by SARS Facilities personnel	
Fault reported to the service provider's Service Centre. Faults and/or problems communicated directly to an engineer or other	

Specification/ Description	Compliance Yes/ No/ Comments
service personnel will not be recognized as an official call	
<p>The service provider will require the following information from SARS in order to resolve the Service Call -</p> <ul style="list-style-type: none"> <li>• <i>Site where the fault has occurred;</i></li> <li>• <i>Full description of the problem; and</i></li> <li>• <i>Full name and contact details of the caller.</i></li> </ul>	
<p>The Service Call logger will be given a reference number. This reference number will assist with any further enquiries regarding the progress or status of your request for service -</p> <ul style="list-style-type: none"> <li>• <i>Reference number to be documented for SARS records;</i></li> <li>• <i>On receipt of the call, the service provider will analyse the fault and/or problem and for;</i></li> <li>• <i>Warranty repair, will repair the Generator; and</i></li> <li>• <i>Corrective repair and the Service Call within the timelines.</i></li> </ul>	
<p>All communication will be sent to the contact details supplied when logging the call -</p> <ul style="list-style-type: none"> <li>• <i>Telephonic assistance may be provided by a qualified technician in order to attempt to rectify the problem; and</i></li> <li>• <i>If a Service Call causes the service provider to start the repair of a Generator otherwise covered under Limited Warranty and, the service provider reasonably determines that the Generator is not defective and that the fault and/or problem giving rise the Service Call was the result of user error, hardware or any other components by a party other than the service provider, electrical spikes, and the like, SARS will be invoiced accordingly.</i></li> </ul>	
Response Times - Refer to Section 5 – Tables 1 & 2	

## ANNEXURE 2A: INSPECTION JOBCARD

*Note: Multiple copies of this schedule can be made available upon request.*

Inspection Schedule				
Region		Cluster	Building Name	
Inspection date				
Diesel engine				
1. Make of engine and type				
2. Serial Number				
3. SARS Barcode				
4. Duty rating: base/primary/standby				
5. Maximum continuous underrated engine output @ 1500 rpm kW			kW	
6. Derating to suit site and other specified conditions				
a) Altitude				
b) Temperature				
c) Auxiliaries				
d) Other				
Total derating				
7. Maximum continuous engine output as installed on site @ 1500 rpm			kW	
8. Cooling (air/water)				

Inspection Schedule	
9. Heat rejection in plant room and total	_____ kW _____ m <sup>3</sup> /sec
10. Air volumes required to maintain 40°C ambient and clear inlet	_____ M <sup>2</sup> air Louvre sizes.
11. Type of governor	
12. Land of origin	
13. Oil filter (make & size)	
14. Fuel filter	
15. Air filter	
16. Safety gauges	
ALTERNATOR SELECTION/PERFORMANCE SCHEDULE	
Make and Type of Alternator	
Serial No.	
Continuous underrated full load output at 1500 rpm	kVA
Derating to suit site conditions	Kva
Continuous full load output as Installed on site	kVA
Frame Size	
Excitation power factor stability range	0, _____ lead to 0, _____ lag
Harmonic generation no load	Number %
Nominal voltage setting range	_____ V to _____ V

<b>Inspection Schedule</b>	
Class of insulation	
Details of overload and short circuit	
<b>AUXILIARY EQUIPMENT SELECTION/PERFORMANCE SCHEDULE</b>	
Switchboard Control Panel Manufacturer	
Make and type of batteries	
Make and type of battery charger	
a) Low Voltage Monitor (yes/no)	
b) Failed Alarm Contact (yes/no)	
c) Recharge Time for Fully Discharged Batteries	Hrs
Controller details	
Details of changeover system	
Diesel Storage System	
Diesel Storage Capacity	
Run hours @ 70% load on full diesel tank	
Diesel Filling System	
Sound Attenuator System/Details	
Plant Room Details	

## ANNEXURE 2B: SPECIAL CONDITIONS

### QUOTATIONS

All quotations for repairs must contain the following important information and must be forwarded to the Facilities Manager.

Copy of template supplied by SARS should be used for all quotation.

- A). the branch/building name and address.
  
- b). the location of the problem.
  
- c). The quotation must contain all the relevant information relating to the cost of the equipment, agreed mark up, labour content and travelling cost as listed in the **Annexure B- Pricing Schedule**

## ANNEXURE 2C: SCOPE OF WORK DETAILS

All maintenance of Diesel Generator shall be carried out in accordance with manufacturer recommendation. The scope given should be seen as guideline and does not supersede manufacture recommendation.

**Service is for quarterly or 3 services per year**

	Specification/ Description	Yes/ No/ Comments
	MONTHLY	
A	Visually inspect for leaks, loose guards etc, check oil and coolant levels, top up as necessary.	
B	Check drive belts and fan for wear, tension and alignment.	
C	Check generator operation on no-load.	
D	Check diesel fuel day tank and record levels as required.	
E	Check battery electrolyte on sight glass and record condition. Inform local Corporate Real Estate when replacement is required.	
F	Check operation of fuel transfer pump during No-load operation.	
G	Check changeover circuit breakers for correct status. Check readings on generator controller and confirm correct operation.	
H	Record standing alarms and reset if necessary.	
I	Clean plant room generally.	
J	Test the genset without load for 15minutes.	
K	Check for abnormal engine vibrations.	

	Specification/ Description	Yes/ No/ Comments
	<b>QUARTERLY</b>	
A	Check fan belt condition and tension.	
B	Check radiator passages are clean.	
C	Check radiator hoses for brittleness, clamps and report on findings.	
D	Top up radiator anti-freeze and water as required.	
E	Check thermo heater operation, temperature and record.	
F	Check all guards are in position and secure.	
G	Check battery charge.	
H	Check batteries, lugs, clean and tighten.	
I	Start engine.	
J	Check for any leaks.	
K	Check charge alternator operation.	
L	Oil pressure gauge reading and recording after running genset for 10minutes.	
M	Record engine temperature gauge reading on No- load.	
N	Check low fuel level.	
O	Check alternator coupling.	
P	Check air vents on alternator.	
Q	Check exhaust, manifold, silencer and pipes for cracks or damage.	
R	Clean plant and equipment generally to be free from dust and oil	

