

Provision of office space for SARS in Benoni



RFP: 30/2022

DELIVERED TO SARS TENDER BOX

TENDER BOX

LE HAE LA SARS

299 BRONKHORST STREET

BROOKLYN

PRETORIA

1. KEY INFORMATION

The South African Revenue Service's (SARS) Strategic Plan 2020 - 2024 presents an inspirational vision to build "a smart modern SARS, with unquestionable integrity and a trusted and admired organization". It sets out a clear Strategic Intent "to follow the internationally recognized approach of Voluntary Compliance" and Modernizing SARS. The SARS's strategic objectives are committing the organization to continuous improved service delivery. Aligned with the strategic intentions the organization initiated various initiatives to integrate service offerings and migrate physical branches to retail or shopping centres. In achieving the SARS objectives, bid proposals are requested for alternative accommodation in Benoni

Information from prospective bidders is required to provide requisite information on the availability of retail outlets and or shops in shopping or retail centres. All technical information required relating to the bids being offered shall be provided in proper printed format. The evaluation stages related to the Pricing and BEE will follow post the technical evaluation of the proposals submitted.

(Two stage envelope process)

The SARS accommodation requirements as follow:

BENONI

Retail space within a range starting at minimum **315 m²** to a maximum of **400 m²** with an upper limit variance allowance not exceeding 15% related to the gross lettable area (GLA). The Benoni leased area must be available at latest during April 2023 , thus allowing for a three month beneficial occupation period targeting the official opening during July 2023 . The beneficial occupation period will be used for the design development, fit-out and occupation readiness preparation. The required lease must also include **15 parking** bays for staff members and SARS requires confirmation that SARS clients will have access to the parking amenities of the centre at own cost.

The premises:

The premises required will be located in a retail environment either a regional retail complex or mall with typical client interface characteristics and preferably featuring national key tenants and banking institutions, in a radius within 5 km radius from the current Benoni office at Lakeside Mall

The retail environment must be within walking distance (less than 3 km's) of public transport services, clearly visible from major local traffic routes and within close proximity to public parking facilities. Access to the SARS premise should be direct from any level in a mall or on ground floor presence if the premise is not inside an enclosed type shopping mall or retail centre.

Cognisance will be given to the security features of the proposed premises such as the location, security features of the retail environment. The overall security aspects of the proposed premises will be assessed with the physical evaluation of the premises, which is an integral part of the bid process.

It must be noted that SARS will only contribute financially to SARS specific fit-out requirements of the premises and not towards clearing and preparing the premises prior to fit-out. The successful bidder/ landlord must be prepare the premises as “white-box” shell allowing for the SARS fit-out to commence at beneficial occupation date. SARS will provide the landlord with detailed spatial planning and related working drawings specific to the selected premises.

Bidders and any appointed subcontractors including maintenance contractors must be Tax Compliant. It will be the landlord’s responsibility to obtain these certificates from the respective contractors and present it to SARS prior to works commencing on site. It is also the landlord’s responsibility to ensure that tax compliant status as well as BEE status remains valid for the duration of the fit-out period.

The objectives of relocating to the new premise as follow:

- The building should be aligned with the new taxpayers service and technology models.
- Building should conform to new business requirements: size, location, visibility, proximity to retail facilities, proximity to public transport opportunities, major traffic routes and multiple layout options.
- The relocation will introduce new staff working models and leading the mobility service trend, which will potentially yield improved service quality (delivery) to clients.
- Improved Taxpayer experience opportunities.
- Allow for increased reach and enable SARS to better service and educate current taxpayers and traders and potential taxpayers and traders.

The typical scope of works for the SARS fit-out will be as follow:

- Internal construction of partitioning, glazing, doors, flooring etc;
- Repositioning standard light fittings, installation of specialised lighting and installation of light automation systems;
- Repositioning existing HVAC diffusers and install air-conditioning to the SARS server room if required;
- Installation of SARS specific shop fitted items;
- Positioning and installation of loose furniture;
- SARS specific internal corporate signage;
- SARS specific Electrical and Information Technology infrastructure and cabling;
- SARS Internal security equipment and cabling

A typical SARS office layout is included in this bid document, as a guide to the extent of works related to a typical fit-out of a SARS office.

Prospective bidders must submit separate bid responses for each premises offered, should more than one premise be offered for consideration by a bidder.

2. ACCOMMODATION NORMS & OTHER STIPULATIONS

2.1 PROPERTY

Benoni: Retail space within a range starting at minimum **315 m²** to a maximum of **400 m²** with an upper limit variance allowance not exceeding 15% related to the gross lettable area (GLA), **measured** according to the latest SAPOA method for measuring floor areas in commercial buildings. Bidders are requested to provide printed A3 copies of the proposed premise offered as well as AutoCAD drawings in workable format either on disk, memory stick or electronic storage format device. The required lease must also include 15 parking bays for staff members.

2.2 BUILDING REGULATIONS AND COMPLIANCE

The leased premises shall already comply with local council by laws and the National Building Regulations and any regulatory requirements to be provided for by the lessee must be stated by the landlord in the bid submission.

Any further program to prepare the premises to be fully legally compliant must be submitted as part of the required returnable documentation at the landlord's expense.

3. SARS ACCOMMODATION STANDARDS

3.1 HEATING, VENTILATION AND AIR CONDITIONING

The ventilation of the building must be in accordance with the requirements of the Occupational Health and Safety Act, 1993 (Act 85 of 1993). The premises must be fully air-conditioned, with all maintenance, repairs and replacements the responsibility of the landlord. Provisioning must be made for the Air-conditioning system to be on a timer and be controllable by SARS for the specific leased premise if part of a centralised plant system.

3.2 ABLUTION FACILITIES

The leased retail areas must have access to ablution facilities provided inside the mall of retail centre. The landlord shall provide fully functional new or fully refurbished ablution facilities for staff and have similar available for clients inside the retail centre.

The following norms shall be applied

3.2.1 SANITARY FIXTURES FOR BUILDINGS (SANS 10400-1990)

Applicable to G1 Office Space

1	2	3	4	5	6
	Number of sanitary fixtures to be installed relative to the population				
For a population of up to -	Males			Females	
	WC	Urinals	Washbasins	WC	Washbasins
15	1	1	1	2	1
30	1	2	2	3	2
60	2	3	3	5	3
90	3	5	4	7	4
120	3	6	5	9	5
	For a population in excess of 120 add 1 WC pan, 1 urinal and 1 wash basin for every 100 persons			For a population in excess of 120 add 1 WC pan for every 50 persons	For a population in excess of 120 add 1 washbasin for every 100 persons

3.2.2 PEOPLE WITH DISABILITY

Toilet facilities for people with disability (Clients and Staff) must be provided for according to National Building Regulations, SANS 10400. It must also be noted that SARS is committed to provide dedicated amenities to all visitors to the building/premises (public) amenities, including to people with bodily constraints.

3.3 WATER SUPPLY

The municipal water supply to the premises shall be metered separately for SARS. **SARS will require the landlord to provide standby water supply to SARS in case of water disruption.** SARS will install a water filtration system as part of the SARS fit-out.

3.4 ELECTRICAL SUPPLY

The power supply, where applicable, shall be metered separately. The installation shall comply with all relevant regulations and by-laws. Primary-continuous / emergency power supply / generator standby power supply if of not currently installed shall be required to support SARS operations.

It is a requirement that the landlord's appointed maintenance contractor participate and install the new SARS electrical fit-out and provide full maintenance support throughout the lease period. The SLA will be concluded between SARS and landlord on the operational maintenance.

3.4.1 UPS requirements

SARS will provide UPS power to the leased area ensuring that there is no down time on any electrical equipment (SARS end-user and building infrastructure) during power outages. The landlord will be consulted to identify a location of UPS.

The design of the UPS is expected to carry the full load required to maintain SARS's operations in full from when Eskom power may be interrupted until the generators start, up to a maximum of 10 (ten) minutes. All costs, including full maintenance of the UPS, over the full lease period are for the landlord's costs and must be factored into the landlords rental offer.

If required, the landlord's electrical engineer to engage the relevant SARS role players to agree with the maximum peak KW/h load SARS's equipment will place on the UPS. It will also be a requirement that the landlord's engineer approve the final SARS installations and any building's (services and infrastructure) related to electrical infrastructure.

3.4.2 Lightning Protection

The building shall have sufficient lightning protection. (SANS 62305 - All Parts) at bidders cost.

3.4.4 Lighting

All interior lighting shall be designed and installed to conform to and exceed SABS 10114-1:2005 Edition 3 to SARS specific requirements.

The bidder shall provide a reflected ceiling plan with a generic lighting layout of the premise offered to SARS. SARS will supply the final lighting layouts with any specialised lights to the landlord as part of the SARS design proposal. Automated light switching (occupancy sensors) provided as first stage energy saving, is a SARS fit-out standard. Maintenance of the lights will be done by the landlord and part of the operational maintenance requirements and SLA details to be concluded.

3.4.5 Ceiling Heights

The bidder must provide SARS with measured ceiling heights of the proposed premise due to SARS infrastructure requirements. The preferred ceiling heights for the branch office should be at least 2800mm to 3100mm AFFL with a preferred ceiling void of 600mm from ceiling up to the concrete slab

3.5 FIRE PROTECTION & RISK MANAGEMENT

Fire control, safety and risk management shall be in full compliance with the National Building Regulations, SANS 10400, as amended. It will be required that a complete ASIB report be submitted, along with all other information regarding Fire Compliance. **Provisioning, certification, continuous maintenance of the installations and equipment will be the responsibility of the landlord for the duration of the lease period.**

3.6 VERTICAL MOVEMENTS

3.6.1 Stairs

All stairs must allow free and easy flow of staff and clients.

3.7 ACOUSTIC AND NOISE

All outside noises shall be reduced to an agreed acceptable level (between 40 and 60 Decibels)* that allows people to perform their functions.

*Source the Canadian Society of Otolaryngology.

DPW specifications: 45dB within a range of 100 to 1,000 hertz (Hz)

3.8 SECURITY

The offer should include the bidder's contribution to the physical security. The supply of specialist security installations, however, will be the responsibility of SARS.

3.9 ACCESSIBILITY TO THE BUILDING

The building shall accommodate disabled people and comply with the relevant acts, regulations and municipal by-laws.

3.10 SHOP FITTING

Should the building be selected during the technical evaluation phase SARS will supply space plans or layouts to the landlord for inputs and in principle approval.

SARS will be appointing service providers to do the shop fitting of the SARS premise. Bidders are required to stipulate whether maintenance contractors or existing appointed service providers responsible for building operations are available to perform parts of the SARS fit out during the preparation of the SARS premise.

The following disciplines might participate in the SARS fit out:

- Heat Ventilation and Air Conditioning service providers
- Electrical service providers
- Fire Detection and Firefighting equipment service providers
- Plumbing and related mechanical specialist service providers
- Mechanical Engineering service providers for air-conditioning
- Electrical Engineering service providers for electrical installations

SARS will issue compliance certificates for the disciplines related to the fit out of the building to the landlord upon completion.

4. MAINTENANCE

4.1 Maintenance

The successful bidder shall be responsible for the maintenance of the exterior and interior elements of the leased premises and shall include at least but not limited to the following maintenance items:

- Windows;
- Roofs;
- HVAC and Fresh air supply systems including cleaning the diffusers inside the premise;
- Light fittings and globes;
- Lightning protection;
- Electrical supply including small power installations inside the premise;
- Fire Protection and Detection installations;
- Fire fighting equipment;
- Plumbing including back-up water supply;
- Maintenance of all common areas related to the leased premise;
- Grounds and gardens if applicable;
- Storm water;
- Parking facilities;
- Washing and maintenance of shopfronts;
- Waste removal;
- Generator Maintenance (SARS will be billed separately for consumption and usage)
- SARS will enter into an SLA (Also refer to Performance Management) with the landlord for the maintenance of the abovementioned items.

4.2 Performance Management.

Performance Management is viewed as a critical component in ensuring a good relationship between SARS and all its suppliers. The successful bidder/s shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with SARS.

SARS will only be responsible for the following related to the leased area:

- Cleaning of the interior;
- Security for the leased premises;
- Maintenance of SARS loose assets;
- Hygiene services of the SARS own ablutions;
- Maintaining COVID 19 Social distancing standards inside the retail environment including the provisioning of PPE's to SARS staff and within the SARS leased area.

5. STANDARD SPECIFICATIONS

5.1 SANS SPECIFICATIONS

The accommodation offered shall comply at a minimum with the South African law and or local authorities requirements and specifications related to buildings:

5.1.1 Occupational Health and Safety Act

The premises / building must comply with the Occupational Health and Safety Act, 1993 (Act 85 of 1993), as amended, and the latest issue of SABS 0142: "Code of Practice for the Wiring of Premises";

5.1.2 The National Building Regulations and Building Standards Acts 1977 (Act 103 of 1977), as amended (SANS 0040);**5.1.3 The Municipal by-laws and any special requirements of the local supply authority;****5.1.4 The local fire regulations;**

6. RFP STAGE 1: TECHNICAL INFORMATION AND OTHER INFORMATION
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BID OFFER ACCOMMODATION PARTICULARS (Provide the particular information required in the field below each item and indicate yes or no to the relevant item listed as provided or not)

	Information
Name of Company/ Broker / Agent submitting the bid:	
BEE shareholding % in company owning property offered. Provide relevant certified documents, i.e. (Members register, CK1/CK2) Please refer to SBD document as well.(BEE points must be claimed)	
Name of Company/ Entity owning the property:	
BEE shareholding % in company owning property offered. Provide relevant certified documents, i.e. (Members register, CK1/CK2) Please refer to SBD document as well.(BEE points must be claimed)	
Name of the entity the lease will be entered into:	

Name and address of Retail Centre or Shopping Mall where the premise is located.	
Acknowledgment of Centre Management that the premise is offered to SARS and part of the bid submission.	
List of tenant make-up in the Retail Centre or Shopping Mall as separate info pack	
List the names of the immediate adjacent tenants of the premise offered to SARS.	

SARS REFERENCES

VAT Registration Number	
INCOME TAX REFERENCE NUMBER (in terms of Section 69 of the Income Tax Act, 1962 (Act 58 of 1962) as amended.	