|  |
| --- |
| **“CLEANING SPECIFICATION”**  **FOR**  **THE SOUTH AFRICAN REVENUE SERVICE**  **NATIONWIDE**  RFP 38/2015 |

**TABLE OF CONTENTS**

Section 1: Introduction 3

Section 2: Scope OF WORK 3

Section 3: GENERAL CONDITIONs: 22

# Introduction

The purpose of this document is to detail the scope of work, incorporating the tasks and responsibilities of the potential Service Provider(s) {hereinafter referred to as the *Service Provider(s)}*, required by the South African Revenue Service for Contract Cleaning Services.

* 1. Background

The South African Revenue Service intends to outsource the Contract Cleaning Service, to a Service Provider(s) for the South African Revenue Service Nationwide office(s):

The South African Revenue Service intends to enter into a Service Level Agreement with a Service Provider(s) who is to provide the services required. The Service Level Agreement Draft is attached as **Annexure A.**

# Scope OF WORK

The Service Provider(s) will be required to provide the following services:

* 1. Provision of General Cleaning Services.

This is an all-inclusive Cleaning Service that includes the provision and maintenance of equipment as well as the provision of consumable supplies [cleaning detergents/disinfectants/polishes/finishes, etc.] required for the intended service.

* **Duration of Service**.

The provision of Cleaning Services at the South African Revenue Service, (as stated above) is for a period of **36 (thirty six) and 41 (forty one) months,** with the option to extend the contract for a further **12 (twelve) months**. Refer to table below for offices and related period of the contract.

|  |  |
| --- | --- |
| **SARS offices** | **Duration of new contract** |
| Polokwane, Lebowakgomo, Giyani, Thohoyandou, Musina Customs Warehouse, Lebombo DDU, Nelspruit, Zeerust DDU, Mmabatho, Rustenburg, Randburg, Trescon Building, Pinetown, Pietermaritzburg, Newcastle, Kind Shaka International, Port Shepstone, Richards Bay –TPS, Richards Bay - Customs, Customs House/ Cato Creek, New Pier Scanner Site, New Pier State warehouse, Albany House, Randburg, Soweto – Dube, Soweto Bara, Rissik Street, Roodepoort, Crown Mines State Warehouse, Kaserne State Warehouse, Krugersdorp, Randfontein, Megawatt Park, Lanseria International Airport, Alberton Campus, Alberton ROR, Benoni, Boksburg, Edenvale, Nigel, Vereeniging, Springs, New Agents Building - OR Tambo, OR Tambo International Airport, OR Tambo Mail Centre, Office of the Tax Ombudsman. | 41 months |
| Witbank, Standerton, Central Government Building, Fedsure, Ladybrand, Kroonstad, Welkom, Bethlehem, Kimberley, Anchorley TPS, Anchorley Customs, Station Building, Port Elizabeth DDU, Port Elizabeth ROR, Port Elizabeth State Warehouse, Port Elizabeth Airport, Sanlam Building - Port Elizabeth, Uitenhage ROR, Mthatha, Old ROR & Ole Reserve Bank Building – East London, Waverley Building – East London, Umhlanga, Mossel Bay, George, Beaufort West, Oudtshoorn, Cape Town State Warehouse, Project 166, Lower Long ROR, Parliamentary Service Unit, Saldanha, Mitchells Plein ROR, Paarl, Worcester, Stellenbosch, Sable Centre, Cape Town International Airport, Cape Mail, Cape Town Scanner site, Khanyisa, VDU, Pavilion, Walker Creek, Veale Street, Le Hae La SARS, Brooklyn Bridge, Waterkloof House, Main Building – Pretoria, Prospect House, Custom House – Pretoria, Iscor Warehouse, Silverton Warehouse, Pretoria North ROR, Snake Valley, Moloto DDU, Doornkloof Office Park, Ashlea Gardens, Riverwalk Office Park, Hatfield Gardens. | 36 months |

The South African Revenue Service reserves the right to terminate this service, at any given time, with a notice period of **1 (one) calendar month**.

* **Adjustments of Service.**

SARS reserves the right to amend the “cleaning” requirement of any site/office should the situation in such said office/site changes during the contract term.

SARS reserves the right to add or remove offices in the event of new offices being opened or closure of other offices.

* **Service Provider(s) Normal Working Hours**

|  |  |  |
| --- | --- | --- |
| **NAME OF SARS Office** | **WORKING DAYS/HOURS**  **[EXCLUDING**  **PUBLIC HOLIDAYS]** | **SITE ACCESSIBILITY** |
| **Refer to the Main Request for Proposal** | **Normal unless stipulated in the pricing template (Please refer to Annexure C)** | **06:00 to 18:00** |

* The above table will assist the Service Provider(s) to plan their activities to undertake tasks [such as vacuuming of carpets and mopping of tiles in the office areas] in order to be least disruptive during the core working hours of the South African Revenue Service.
* The South African Revenue Service reserves the right to request ad-hoc cleaning services outside the above mentioned hours within reasonable limits.
* **Response Times**

The guaranteed in-person response time following any service call shall be **two (2) business hours or less** during normal business hours [applicable to the respective offices].

In the event of an emergency, the guaranteed in-person response time following the emergency service call shall be **two (2) hours or less.**

The response time begins at the time that the call is logged with the Service Provider’s call logging system and ceases when the Service Provider logs the time of arrival and meets with the South African Revenue Service Facilities Management Representative at the site of the emergency.

* **Service Conditions**.
  + The contract includes all Cleaning Services:
    - that requires the provision and maintenance of equipment and the provision of consumable supplies [cleaning detergents/disinfectants/polishes/finishes, etc.] required for the intended use;
    - is further associated with the cleaning of premises / working environment, and all supplies and equipment associated therewith.
  + This Scope of Work:
    - shall be undertaken in the manner stated in this document as well as the Service Level Agreement Draft **(Annexure A**);
    - Is subject to all conditions and requirements as stated in each building’s scope of work.
* **Recommended minimum number of cleaners/ supervisors/ team leaders/ food aid assistants** **is indicated in the Pricing schedule for each building**
  1. Tasks & Activities

General Requirements

| **Description** | **Noted** |
| --- | --- |
| Service Provider/s must be advised that where the Bid document incorporates more than one SARS office, they are to ensure that they submit the Bid for all. This can be done on one document. Failure to do so will render the Bid incomplete. |  |
| Tasks not specified in this document will be identified by the Service provider/s and any associated costs will be mutually agreed between the Service Provider/s and the South African Revenue Service. |  |
| The Bid specifications supplied in this document are minimum specifications. Notwithstanding any shortcomings or omissions in these specifications, it will be expected of the successful bidder to deliver a viable, complete, and fully functional solution. Any shortcomings in the specifications must be pointed out by the bidder and provided for in the Bid price. |  |
| Estimated quantities will be furnished, but no guarantee is given with regard to the actual quantities that will be required. |  |
| All written documents must be phrased in terms and language that can be easily understood by non-technical personnel (e.g., laypersons without subject matter expertise). |  |
| All document delivered must be in industry accepted formats (e.g. MS Word, MS PowerPoint, MS Project, etc.) and must be delivered in **hard copy only**. |  |
| All Cleaning Contractors must be registered with the following organisations   * The Contract Cleaning National Provident Fund (CCNPF) * Unemployment Insurance Fund (UIF) |  |
| All providers are to take note of the implications of contravening the Prevention and Combating of Corrupt Activities Act, Act no 12 of 2004 and any other Act applicable. |  |

Mandatory Tasks and Associated Deliverables

| **DESCRIPTION** | **FUNCTION** | **STANDARD** | **FREQUENCY** |
| --- | --- | --- | --- |
| External Features, Fire Exits , Stairwells, Stair cases and Court yards | Sweep and damp mop away any rubbish, litter, dust, grit and leaves from landings, ramps, stairwells, fire exits, steps, entrances, porches, patios and balconies,   * Remove any cobwebs, rubbish, cigarette butts, gum and bird excreta. * Clean, remove stains, polish and buff hand rails. * Clean drainage channels around building of any debris * Maintain water levels and remove rubbish from any water features-add activated carbon/charcoal- to filter and keep water clear ,etc. if applicable * Check all lights are functional-Report not working if necessary. * Remove any unwanted obstructions from stairwells and near fire extinguishers. | Clear of dirt, rubbish, etc.  Clear of any dirt  No visible marks  No blockages, unpleasant smells  Clear of dirt/rubbish  Safety and visibility  Easy access to exit | Daily  Daily  Weekly  weekly  Weekly  Periodically  Daily  As required |
| Walls , Skirting’s and Ceilings | * Clean and damp wipe any internal walls and ceilings of dust, grit, lint, soil, film and cobwebs. * Dust and damp wipe picture frames and information boards. * Feather dust light switches, light covers and air conditioner covers to remove finger prints, scuff and any other marks if applicable. * Remove pen, pencil, or any other form of graffiti from walls, ceilings and skirting if required. * Dust and damp wipe skirting’s. * Check and report of non-functioning lights | No visible marks  No Visible marks  No visible marks  No visible marks and pleasant looking environment  No Visible marks or dust  Visibility and security | Weekly  Weekly  Weekly  Weekly  As required  Required |
| Glass ,Doors and glazed Partitions | * Dust and damp wipe internal and external surfaces of glass to ensure clear of all streaks, spots and marks, including   fingerprints and smudges   * Dust and damp wipe high storey buildings glass on the inside to a height not exceeding three storeys * Dust and damp wipe glazed partitions/doors for cubicles/offices including handles and frame, etc. * Dust and damp wipe inter office glass, e.g. conference and meeting rooms, etc. * Dust and damp wipe internal and external doors and door frames to ensure they are free of dust, grit, lint, soil, film, fingerprints and cobwebs. * Clean door tracks and door posts and make sure they are free of grit and other debris. * Damp wipe and buff door handles * Dust and damp wipe pigeon hole glass on doors if applicable | No marks and dust  No visible marks and dust  No visible marks and dust  No visible marks and dust  No visible marks and dust  No visible marks and dust  Dust and dirt free  No visible marks and dust | Daily  Daily  Daily  Daily  Daily  Weekly  Daily  Daily |
| Hard Floors (Ceramic, marble, granite, brick , concrete ,etc.) | * Sweep and damp mop floors to remove dust, grit, litter, marks and spots, water or other liquids * Spot clean floors for dirt and spills * Damp mop and remove a build-up of grime and dirt at the edges of furniture, fixtures, and pot plants cupboards and in high traffic lanes. * Spray clean or burnish (make glossy) * Machine scrub, dry and buff * Strip and polish floors where applicable * Ensure buffed floors are of a uniform lustre   ***NB: Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors.*** | Clean and no visible marks  Accident/ hazard prevention  Hygienic and no signs of dirt  Shiny and attractive  No visible marks  Longer life of material  Clean and shiny | Daily  As required  Weekly  Quarterly  Quarterly or as required  Quarterly or as required |
| Soft Floors (Vinyl, PVC, Linoleum, Sealed wood, Carpets, etc.) | * Dust and damp mop floors to ensure it is free of dust, grit, litter, marks and spots, water or other liquids. * Damp mop and remove a build-up of grime and dirt at the edges of furniture, fixtures, and pot plants, cupboards and in high traffic lanes. * Spot clean floors * Spray clean or burnish (make glossy) * Machine light scrub and apply maintenance coat. * Strip clean and reseal where applicable * Ensure buffed floors are of a uniform lustre   ***NB: Appropriate signage and precautions are taken regarding pedestrian safety of newly cleaned or wet floors.*** | No visible marks and dust free  No visible marks and dust free  No visible marks  Shining floors  Well maintained floors  Well maintained floors  Consistent polished floors | Daily  Weekly  As required  Quarterly or as required  Quarterly or as required  Quarterly or as required  Quarterly or as required |
| Building Entrance | * Sweep and damp mop, removing dirt, dust, leaves, cigarette stubs, gum and rubbish, etc. * Spot clean building entrance * Clean all rubbish bins and replace bin liners if required * Sweep and clean “Welcome” mat | No visible marks and  Clean environment  Clean environment  Clean and hygienic and smell free  Clean and Hygienic | Daily  As required  As required  As required  As required |
| Kitchen , Fixtures and Appliances | * Dry wipe and sanitise all fixtures to ensure they are free of grease, dirt, dust,   Encrustations, marks, stains  and cobwebs.   * Wash refrigerators/freezer’s internal surfaces to remove dirt, food smudges and smears. * Dry wipe and sanitise the insides and outsides of electrical equipment, i.e., microwaves, toasters, coffee machines, etc. * Defrost freezer and fridge and remove unwanted food, smells, etc. * Empty waste bins and wipe if required and replace bin liners if required. * Wash crockery and cutlery, dry and store. * Clean and sanitise all basins. * Mop clean floors with disinfectant. * Damp wipe and disinfect countertops. * Feather dust ceiling and extractor fans-if required. * Damp wipe and disinfect cupboards storage areas * Damp wipe and sanitise tables and chairs. * Clean out and refill hot water Urns when required. | Hygienic and dirt free  Dirt free and hygienic  Dirt Free and hygienic  Clean, hygienic and dirt free  Odourless and clean  Hygienic and clean  Hygienic and dirt free  No visible marks  Dust free  Clean and dust free  Hygienic and clean  No visible marks  No visible marks/Hygienic and clean | Daily  Weekly  Weekly  As Required  Twice daily  As required  Daily  Daily  Daily  Monthly  Weekly  Daily  Weekly |
| Toilets Care and Bathroom Fixtures | * Wash, disinfect and dry wipe porcelain and plastic surfaces so they are free of smudges, smears, body fats, Soap build-up and mineral deposits. * Wash, disinfect and dry wipe all metal surfaces, dispensers, shower screens ( if applicable) and mirrors so they are free from streaks, soil, smudges, soap build-up and oxide deposits. * Damp wipe and disinfect all wall tiles and wall fixtures to remove dust, grit, smudges/streaks, mould, soap build- up, water marks and mineral deposits. * Damp wipe and disinfect plumbing fixtures as to rid them of smudges, dust, soap build-up and mineral deposits. * Polished surfaces are of uniform lustre. * Wash and disinfect all toilets, sinks, urinals, cisterns, taps and vanity units. * Damp wipe all mirrors. * Damp mop floors with disinfectant * Clean and sanitise bins, replace bin liners if required * Replace paper hand towels, soap, disinfectant and toilet paper if required.   ***NB: Toilet paper, paper hand towels, hand soap, and toilet seat sanitizer will be supplied by SARS***  ***NB: Follow up checking daily after lunch.*** | Hygienic, clean and no  visible marks  Hygienic, clean and no visible marks  Hygienic and clean  Hygienic and clean  no visible marks  No visible marks/hygienic and clean  No Visible marks  Hygienic and clean  Hygienic and clean  Clean and hygienic | Daily  Daily  Weekly  Weekly  As required  As required  Daily  Daily  Daily  Daily  Twice daily |
| Lifts, Lift Foyers and Lobbies | * Sweep, damp mop or vacuum lift(s) as appropriate for floor type. * Damp wipe lift walls and, door track * Clean and shine mirrors. * Dry wipe and disinfect indicator boards(inside and outside of lift) to remove marks, etc. * Feather dust light fittings * Sweep and damp mop lobby and lift foyer areas | No visible marks  No visible marks  No visible marks  Hygienic and dirt free  No visible marks and dust free  Clean and pleasant | Daily  Weekly  Daily  Weekly  Weekly  Daily |
| Offices, Meeting And Conference Rooms | * Sweep, damp mop or vacuum carpets and material as appropriate   Cover furniture when completing task.  ***Refer to Belgotex website in terms of using correct detergents and processes when cleaning carpets-www.belgotexcarpets.co.za***   * Deep clean carpets.   ***Refer to Belgotex website in terms of using correct detergents and processes when cleaning carpets-www.belgotexcarpets.co.za***   * Dust and damp wipe desks, tables and chairs-(Laminate) * ***To clean furniture(Laminate):***   ***Use clean cotton cloth dampened slightly (not wet) with warm water only.***  ***To dry:***  ***Wipe over with a clean dry cotton cloth.***  ***No cleaning agents, abrasives, chemicals, acids or waxes***  ***should be used when cleaning laminated furniture.***   * Clean and disinfect telephones. * Only dry wipe IT equipment, i.e. computers , notebooks, mouses, etc. **(With the permission and the presence of the end user )** * Wipe down office automation * Dust and vacuum appropriate   Walls and partitions.   * Dust and damp wipe all cabinets, book cases, cupboards and window sills if required. * Empty ,clean and disinfect waste paper bins * Dust and vacuum blinds and   Curtains as required.   * Feather dust plants and plant   Containers.   * Dust, clean and vacuum chairs. * Spot clean and wet wipe   Partitions.   * Polish and shine wood desks, cupboards, wooden storage areas, book cases, cadenzas,   Etc.  ***To clean Furniture(Laminate covering):***  ***Use clean cotton cloth dampened slightly (not wet) with warm water only.***  ***To dry:***  ***Wipe over with a clean dry cotton cloth.***  ***No cleaning agents, abrasives, chemicals, acids or waxes***  ***should be used when cleaning laminated furniture.***  ***NB: Clean white or black boards with permission***  ***NB: Vacuum cleaners stored on site must be emptied and cleaned after every use*** | Clean and dust free  Odourless and dirt free  Dust and dirt free  Hygienic and dust free  Hygienic and dust free  Hygienic and dust free  Dust and dirt free marks  Dust and no visible marks  Hygienic and dust free  Dust and dirt free  Dust free  No visible marks  No visible marks  No visible marks | Weekly  Quarterly or as required  Weekly  Weekly  Weekly  Weekly  Weekly  Weekly  3 times a day  Weekly  Weekly  Weekly  Daily  Weekly |
| Reception Area | * Sweep and damp mop entrance steps and entrance. * Clean door mat and wells. * Clean information boards and polish periodically. * Vacuum carpet if relevant.   ***Refer to Belgotex website in terms of using correct detergents and processes when cleaning carpets-www.belgotexcarpets.co.za***   * Deep clean carpets if relevant   ***Refer to Belgotex website in terms of using correct detergents and processes when cleaning carpets-www.belgotexcarpets.co.za***   * Dust and damp wipe reception counter(Laminate)   ***To clean furniture(Laminate covering:***  ***Use clean cotton cloth dampened slightly (not wet) with warm water only.***  ***To dry:***  ***Wipe over with a clean dry cotton cloth.***  ***No cleaning agents, abrasives, chemicals, acids or waxes***  ***should be used when cleaning laminated furniture.***   * Feather dust light switches, door handles and glass. * Remove cobwebs and empty waste from dust bins. * Clean and dust blinds/curtains * Vacuum blinds or curtains if appropriate * Dust and damp wipe frames(different sizes) * Damp wipe signage(different sizes) * Organise daily newspapers or magazines neatly if applicable * Dust and vacuum chairs. Rearrange if required * Dust and deep clean chairs if applicable * Dust, clean and polish turnstiles | Safe ,clean, dust and dirt free  Clean and dust free  Clean and dust free  Dust free  Odourless & dirt free  Dust and dirt free. No visible marks  No visible marks  Hygienic and dirt free  Dust free  Dust and dirt free  Dust free. No marks  Dust free. No marks  Neat presentation  Neat organisation  No visible marks  Dust free and clean, shining | Daily  Weekly  Weekly  Weekly  Quarterly or as required  Daily  Weekly  Daily  Weekly  Weekly  Weekly  Daily  Daily  Weekly  Daily |
| Waste Disposal and Refuse room | * Empty, clean, wash and disinfect all waste bins, receptacles and ash trays. * Remove waste in clear plastic bags to disposal area. * Recycled waste should not be mixed with non-recyclable waste. Sweep, wash and disinfect refuse room. * Bidders should introduce recycling techniques:  1. Orange bags-paper, cardboard, etc. 2. Clear bags-recyclable waste 3. Green bags-garden waste | Hygienic and clean  Easy to see for Security people  Correct recycling procedures    SARS encourages the bidders to strive to move towards a totally “green” solution | Daily  Daily  Daily and as required  ASAP |
| Parking and paved areas | * Sweep dirt, litter, rubbish, etc. * Remove dust, dirt, etc. using mechanised sweeper or broom. * Remove oil spillage using degreaser **(Machine scrub and dry- if applicable)** * Empty rubbish and replace bin liner if required | Dirt free  Dust free and clean  Dirt free and clean  Odourless and clean | Daily  Weekly  As required  Daily |

Cleaning Standards & Norms

The Service Provider(s) needs to take into account the following cleaning standards and norms which need to be applied during the duration of the contract (place a tick in the noted column):

| **DESCRIPTION** | **STANDARD/ NORM** | **Noted** |
| --- | --- | --- |
| *Cleaning detergents* | * Bid Companies must be certified by SABS as using the correct cleaning detergents as per SABS standards. **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution |  |
| *Disinfectants* | * Bid Companies must be certified by SABS as using the correct cleaning disinfectants per SABS standards.  **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution |  |
| *Polish* | **No polish** will be allowed on the furniture desks and counters unless otherwise directed or advised by the Service Provider or by the South African Revenue Service representative which furniture, if any may be polished.SARS encourages the bidders to strive to move towards a totally “green” solution  ***To clean: Office Furniture(Laminate Covering)***  ***Use clean cotton cloth dampened slightly (not wet) with warm water only.***  ***To dry:***  ***Wipe over with a clean dry cotton cloth.***  ***No cleaning agents, abrasives, chemicals, acids or waxes should be used when cleaning laminated furniture.*** |  |
| *Finishes (Walls and floors)* | * Bid Companies must be certified by SABS as using the correct wall and floor finishes per SABS standards. **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution |  |
| *Carpets and tiles* | * Carpets must be vacuumed cleaned daily with industrial standard equipment. * Bid Companies must be certified by SABS as using the correct carpet and tile chemicals per SABS standards. **Please supply Material Safety Data Sheets (MSD) on award.**  SARS encourages the bidders to strive to move towards a totally “green” solution * Porcelain tiles are not allowed to be scrubbed.   ***Refer to Belgotex website in terms of using correct detergents and processes for cleaning carpets-www.belgotexcarpets.co.za*** |  |
| *Dusting, Wiping, Clean, Etc.* | * Wipe all surface areas with a clean damp cloth * All ornaments, window sills needs to be dusted * Turnstiles to be polished with turnstile polish * Non-slip polishes to be used for the granite top at reception. |  |
| *Bin Bags* | * Ensure that clear bins bags are used at all times |  |

***Notes to Bidders:***

1. The provision of the cleaning services at the offices specified shall implement all the applicable “green cleaning” methodologies and cleaning products as dictated by advances in technology. The Service Provider shall take cognisance of this requirement and make their recommendations on their proposal to SARS.
2. It shall be the Service Provider/s responsibility to maintain a clean, safe, healthy office facility/ies and eliminate contaminants that affect SARS employees’ health, performance and attendance. SARS is committed to the implementation of cleaning processes and supplies that protect its employees’ health without harming the environment.
3. The Service Provider shall purchase and utilise environmentally sensitive cleaning products as listed hereunder (please note that this list is not exhaustive):
   1. ***Bathroom Cleaners***– products used to clean hard surfaces in a bathroom such as counters, walls, floors, fixtures, basins, tubs or tile.
   2. ***Carpet Cleaners***– products used to eliminate dirt and stains on rugs and carpeting.
   3. ***General Purpose and Hard floor Surface Cleaners***– products used for routine cleaning of hard surfaces, including impervious flooring such as concrete or tile. This category does not include products intended primarily to strip, polish or wax floors and it does not include cleaners intended primarily for cleaning toilet bowls, dishes, laundry, upholstery or wood.
   4. ***Glass, Window and Mirror Cleaners***– products used to clean glass, windows, mirrors or metallic or polished surfaces.
   5. ***Hand Cleaners and Hand Soaps***– products used for routine, non-specialized hand cleaning.
4. GENERAL CONDITIONs:

The **Service Provider(s)** is required to place a tick in the noted column:

| **Description** | **Noted** |
| --- | --- |
| Conduct business in a courteous and professional manner. |  |
| Provide the necessary documentation as requested prior to the Cleaning Services contract being awarded |  |
| Comply with all relevant employment legislation, including Unemployment Insurance Fund (UIF), Pay As You Earn (PAYE), Sector Education and Training Authority (SETA), Workman’s Compensation Act (WCA), etc. ***Proof to be submitted within 14 days from being awarded the contract.*** |  |
| Ensure that all personnel working under this contract are in good health and pose no risk to any South African Revenue Service employees |  |
| Comply with the South African Revenue Service security and emergency policies, procedures and regulations. |  |
| Ensure that all work performed and all vehicles, plant and equipment brought onto or used on site will be in compliance with the Occupational Health and Safety Act and any Regulations promulgated in terms of this Act and the standard instructions of the South African Revenue Service |  |
| Maintain their equipment in good order so as to comply with the South African Revenue Services’ occupational health and safety standards [a copy will be available on request]. |  |
| Provide Public Liability Insurance to the value of ***R 2 million*** to indemnify individuals in the event of accidents, injury or death. Proof of such insurance must be submitted ***within 14 days of being awarded the contract***. |  |
| Ensure that all personnel working under this contract are adequately trained prior to the commencement of the contract |  |
| Provide all personnel working under this contract with uniforms, which state the name of the Service Provider as well as the personnel’s name and surname and that can be clearly identified from other Service Providers, South African Revenue Service staff, etc. The South African Revenue Service reserves the right to order the immediate removal of a staff member that does not adhere to this arrangement |  |
| Ensure that replacement staff is available should the need arise |  |
| Provide all personnel working under this contract with adequate and appropriate Personal Protective Equipment (PPE) and clothing and to ensure these items are worn at all times. |  |
| Ensure that the South African Revenue Service is informed of any removal and replacement of personnel. For security reasons, the South African Revenue Service reserves the right to vet all personnel working under this contract. |  |
| Provide management reports to the South African Revenue Service’s Facilities Manager on a monthly basis. The document shall report on various services and shall cover all work performed and completed during the month |  |

The **South African Revenue Service** shall:

| **Description** |
| --- |
| Conduct business in a courteous and professional manner with the Service Provider. |
| Provide appropriate information as and when required and only in situations where it is required by the Service Provider(s) to fulfil their duties |
| Not accept responsibility for any damages suffered by the Service(s) Provider or their personnel for the duration of the contract |
| Not accept any responsibility of accounts/expenses incurred by the Service Provider(s) that was not agreed upon by the contracting parties |
| Enter into a Service Level Agreement with the successful bidder(s). A copy of the Service Level Agreement Draft is attached as Annexure A |
| Conduct a monthly “performance Review” to determine the overall performance of the Service Provider(s). |
| Conduct random but regular checks together with the Service Provider(s) as to the quality of work being offered. |