

REQUEST FOR PROPOSAL

**APPOINTMENT OF A CONTRACTOR/S FOR SUPPLY, INSTALLATION AND A 36
MONTHS MAINTENANCE OF R410A AIRCONS AT SARS VARIOUS OFFICES**

1. Introduction

South African Revenue Service (SARS) is uniquely placed to contribute to government's plan of action to address socio-economic growth and development, poverty alleviation and job creation. Through the vital role of providing the revenue to fund the full spectrum of initiatives, plans, programmes and strategies of national and provincial government departments, SARS plays a crucial enabling role in government delivery.

2. Background

The tender calls for prospective contractors to submit bids for the supply, installation and maintenance of R410A aircons at SARS various offices. This project will encompass a comprehensive evaluation of current R22 air conditioning units, identification and documentation of suitable replacement options, and the implementation of environmentally responsible solutions in line with local and international standards. The appointed service provider will be expected to manage all aspects of decommissioning the existing units, including safe disposal of refrigerants and components, as well as supply, installation and maintenance of R410A Aircons. Adherence to occupational health and safety regulations, timely project delivery, and clear communication with all stakeholders will be integral to the successful completion of this initiative.

The upgrade aims to enhance energy efficiency and ensure compliance with modern environmental standards, providing improved climate control for staff. The appointed service provider/s will be responsible not only for the initial replacement but also for ongoing support to ensure optimal operation and longevity of all installed units. This initiative reflects the organisation's commitment to sustainability and the creation of a comfortable, productive work environment across its network of offices.

The maintenance is required for a period of thirty-six (36) months, please refer to Annexure A for a list of SARS buildings. The specifications and the bidder's compliance templates can be found in this document.

The South African Revenue Service intends to enter into a SLA (service level agreement) with a service provider for a period of 36 months.

SARS reserves the right to remove and/ or add some of the buildings with sufficient notice, due to change in business requirements.

3. SARS Infrastructure

SARS operates from various offices across all provinces and is looking to appoint an air conditioning contractor for the following provinces on a regional basis:

- Gauteng North
- Limpopo
- Mpumalanga
- Western Cape

4. Special Conditions of Bid

It is compulsory for bidders to indicate compliance or non-compliance as detailed in paragraph 6: General Conditions below. Failure to do so will be regarded as non-compliance.

Items required for the installation or reposition of the new air con units will be priced separately. The awarded contractor/s will be requested to provide supporting documentation from their service provider for SARS approval.

The appointed service provider/s will be expected to provide training to SARS representative upon completion of work relating to the installations

The appointed service providers must submit proof or letter of intent for public liability and works insurance to the value of R1 million during contracting stage.

The appointed service provider/s will, upon receipt of an instruction from SARS Physical Facilities, conduct a physical on site assessment prior to ordering and delivering of materials to determine correct quantities which could adjust as and when required by SARS.

5. Scope of work:

To appoint a contractor/s for the replacement of R22 air con units and supply, install and maintain R410A (Mitsubishi, Samsung or Daikin brands, new energy efficient units with inverter technology) air con units at SARS various offices:

- Midwall air con
- Cassette air con
- Under ceiling air con
- Window console air con
- Hide away units

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To ensure that the required work is executed by a trained technician as defined by the Occupational Health and Safety Act which is experienced and skilled in maintaining facilities similar to which is required. Any additional items or materials or equipment (i.e. scaffolding, scissor lift, etc) required for the requested scope of work will be priced separately.

6. Site assessment visit

Any bidder interested in site assessment visit should contact SARS tender office via email at tenderoffice@sars.gov.za to arrange a suitable a date and time

7. General Conditions

Please indicate compliance or non-compliance to all specifications in the bid conditions listed in the table below:

No	Specification / Description	Compliance
1.	The services acquired from the successful bidders will always be linked to the lease periods of the various buildings and will not exceed thirty-six (36) months. SARS reserves the right to terminate the contract in writing before expiry of the contract, should the services no longer be required due to SARS business requirements or where a particular lease agreement in a building has been terminated with less than one (1) month notice	
2.	Estimated Quantities furnished are no guarantee regarding the actual quantities that will be required. The information provided is included for price comparative purposes only and SARS reserves the right to adjust the frequency and quantities according to its business requirements. Please refer to Annexure C: Pricing template.	
3.	If during the contract period, the item/model to be supplied in terms of the contract, is replaced with a new model, or withdrawn from manufacturer, the right is reserved to either allow the contractor to supply the new model or to	

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	cancel the item, with the prior approval of SARS. In such an event, the contractor must submit supporting evidence from the manufacturer to the effect that the item/model has been withdrawn or replaced. Full particulars and technical specifications of the replacement item/model must be submitted for approval to SARS	
4.	Upon completion of installation of all air con units, an updated asset register is required of all units installed in the various locations and offices (model, serial numbers, etc)	
5	As part of SARS requirements, the appointed contractor/s will be required to conduct 1 x annual major service and quarterly service for air conditioning units installed at the various offices	
6	All items/models delivered to site in terms of this contract shall be new and in working condition with the appropriate guarantees for the duration of the contract	
7	Maintenance of the units when required to be done by the successful contractor/s in accordance with the manufacturer's warranty (including components)	
8	Service to align with the manufacture's warranty and maintenance plan	

8. Basis for Bidding:

No	Specification / Description	Compliance
1.	Bidders are required to clearly indicate for which cluster a bid is submitted for by ticking the preferred cluster as indicated in Annexure B. Where a service provider does not tick the cluster, it will be assumed that the service provider does not wish to submit a bid for that specific cluster and will be evaluated based on the pricing for selected cluster/s. A bidder must bid for all the offices in a specific cluster, failure to do so, will lead to automatic disqualification	
2.	The successful contractor/s must have physical presence/ office in the cluster selected	

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3.	The bidder may make use of sub-contractors. The contract will however be awarded to the bidder as the primary contractor who will be responsible for the management of the contract and sub-contractor. No separate contracts will be entered into between SARS and any such sub-contractors.	
4.	Bidder is required upon delivery of items as well as upon submission of invoice to submit signed job cards / completion certificate prior to process for payment. Payment terms 30 days from date of invoice	

9. Installation:

SARS Regional Facilities Management will secure relevant approvals for installation where necessary. All installations and removals of the equipment will be subject to written consent from the Regional Physical Facilities Management representative.

The successful contractor/s is liable for any damages of the premises when equipment is removed. SARS barcode to be removed from any equipment taken off site for disposal with relevant approval documents. The successful contractor/s will be responsible for any repairs, which includes the following within the specific area where the air con units were removed:

- replacement of wall tiles
- ceiling tiles and tees,
- painting within the area where the unit was removed
- removal of scrap material including residual components

It is essential that the successful bidder appoints a Project Manager to oversee the project. The qualified Project Manager will be responsible for obtaining regular feedback and conducting quality control while work is executed on site. To schedule regular meetings to discuss the progress and completion timelines of the project. This is to ensure that everything stays on track and any potential issues are addressed promptly.

10. Office hours:

The commencement and schedule of work to be arranged at the following times:

- i. Weekday after 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.
- iii. When it is necessary to perform work outside of the regularly scheduled service time, the service provider shall notify the Physical Facilities representative at least three days in advance to obtain approval.

Work done outside the regular hours shall be priced accordingly

11. Occupational Health and Safety:

The service providers need to take note of the requirements of the Occupational Health and Safety Act 85 of 1993 and the Construction regulations issued in terms of the Act. The service provider must be deemed to have assessed and understood the requirements of the site prior to execution and scheduling of work. The appointed service provider will be required to submit a health and safety file as per SARS requirements together with a valid COIDA upon appointment and prior to commencement of the works. The service provider will be penalized as per the applicable penalties if requirements is not adhered to.

The service shall be executed in accordance with the latest edition / amendments of the following:

- The Occupational Health and Safety Act, 1993 (Act No 85 of 1993) and the regulations promulgated in terms of the Act
- National Building Regulations SANS 10400
- The Regulations and By-laws of the Local Authority
- National Environmental management Act (NEMA) in South Africa
- Waste Management
- SANS 10142-1 wiring of premises
- SANS 10147 Governing the environmentally friendly practices and refrigerants
- The local Fire Department Regulations

12. Environmental HVAC Requirements

For the decommissioning of R22 air conditioning units, the refrigerant gas must be removed to comply with environmental regulations and should not be released into the atmosphere. All recovered gas must be recorded in a gas register, including the serial number of the specific unit, with confirmation provided by the Facilities Manager. The certified technician performing this work must use proper PPE, appropriate equipment (including clearly labelled recovery tanks), and handle materials in accordance with SANS regulations.

Table 1: Incident response timelines

The incident response time guidelines are detailed on the table below:

Incidents	Response Time Targets (Hours)		Comply- Yes/ No
	Availability and Incident Response Times	Fix or Workaround	
Critical	24 hours, 7 days a week, within 4 hours of receipt of call	<ul style="list-style-type: none"> ➤ Failures that seriously affect the client's operational effectiveness. ➤ Failure that constitute a danger to personnel or equipment or health hazard. 	
Urgent	07h00 to 17h00, Monday to Friday, within 6 hours of receipt of call	<ul style="list-style-type: none"> ➤ Failures that are not causing immediate danger or health hazard but affect operational effectiveness. 	
Important	7h00 to 17h00, Monday to Friday, within 24 hours of receipt of call	<ul style="list-style-type: none"> ➤ Failures that affect operations, but do not seriously affect occupation or the client's operational effectiveness. 	

Table 2: Incident resolution timelines

Incidents	Resolution Time Targets (Hours)		Comply- Yes/ No
	Incident Response	Fix or Workaround	
Break-Fix Repair	1 hour to acknowledge the service call	4 working hours after receiving a service request from SARS	
Service Requests	4 hours	2 working days after receiving a service request from SARS	

13. Service checklist

Servicing checklist for air conditioning units:

Hideaway unit service activities generally include the following tasks:

- Checking and cleaning unit wiring and electrical connections to ensure safety and functionality
- Inspecting insulation of piping to prevent energy loss and condensation issues
- Cleaning evaporator fan and condenser fan motors, checking for smooth operation and any repairs needed
- Cleaning and disinfecting filters to ensure clean air circulation
- Checking refrigerant gas pressures for optimal cooling and recharging if necessary
- Inspecting and cleaning condensation drains to avoid blockages and water damage
- Examining the general operation of both indoor and outdoor units for performance
- Cleaning unit casings and internal components to maintain efficiency and hygiene
- Monitoring thermostat and control functions

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- Checking mounting and securing of indoor units, especially considering ceiling installations
- Lubricating moving parts where appropriate to reduce wear
- Reporting and repairing any component corrosion or wear and tear
- Functional tests of cooling and heating cycles along with recording air temperatures and humidity levels

Cassette split unit service activities generally include the following steps:

- Turn off the power to the cassette AC unit completely before starting any service, for safety
- Remove the front panel or grille to access internal parts such as air filters, coils and other components
- Clean or replace air filters. Reusable filters can be vacuumed or rinsed with mild soap and water, then dried completely before reinstalling. Disposable filters should be replaced
- Clean exterior surfaces and louvers to remove dust and debris
- Clean condenser and evaporator coils using a soft brush or coil cleaner, being careful not to damage the fins
- Inspect and clean the drainage system, including the condensate drain pan and drain line, removing any blockages to prevent leaks
- Check and tighten electrical connections, inspecting wires and terminals for damage or corrosion
- Clean the indoor blower fan and check for proper operation
- Optionally, check refrigerant levels and recharge if needed (usually done by a professional)
- Schedule regular professional maintenance annually or bi-annually to lubricate parts, perform in-depth cleaning, and check system parameters

Midwall split unit service activities typically include the following key tasks:

- Cleaning indoor unit air filters to ensure unobstructed airflow
- Cleaning coils of both indoor and outdoor units to maintain heat exchange efficiency
- Cleaning the indoor barrel fan blade
- Testing refrigerant pressures and recharging refrigerant if necessary
- Checking the water drain pipe to ensure there are no obstructions
- Inspecting all electrical wiring for loose connections

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- Testing the cooling and heating efficiency of the air conditioner
- Cleaning the outer covers of indoor and outdoor units
- Checking wiring and connections, piping insulation, condenser fan motor, and evaporator fan motor

14. Health and Safety file requirements:

- Company Health, Safety and Environmental policy
- Company HIV and AIDS policy
 - Letter of good standing
- Company letterhead with contact details
- Company profile
- Proof of company registration
- Proof of SARS registration
- Public Liability (insurance cover)
- Company organogram (showing company reporting structure)
- Site team organogram with names and cell phone numbers of the specific team working on specific site
- Scope of work
- List of employees working on this project (with their ID numbers and positions listed)
- List of tools and equipment to be used on this project
- Sub-contractor's internal Employee induction (focusing on specialist work, specific tasks, risk assessments related to these tasks, methods to be used and general site safety)
- Letter of Appointment / Award of Contract from Client
- Agreement of Mandatory signed by contractor and principal contractor
- Statutory Legal Appointments – (application to all contractors)
 - CEO's delegation of duties – attach ID, CV & certificate
 - Supervisor of construction work – attach ID, CV & certificate
 - Subordinate supervisor of construction work – attach ID, CV & certificate
 - Fall protection plan developer – attach ID, CV & certificate
 - Risk assessor – attach ID, CV & certificate
 - Portable electrical tools inspector
 - Accident/ incident investigator – attach ID, CV & certificate
 - Safety committee member
 - Stacking and storage inspecting
 - Hand tools inspector

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- Other appointments (if required)
 - Safety officer – attach ID, CV & certificate
 - First aider (must be certified and certificate attached)
 - SHE representative (must be certified and certificate attached)
 - Emergency evacuation planner
- Company's Health and Safety Plan (must be site specific and related to your scope of work and signed by the CEO/owner)
- Environmental Management Plan (include waste management which must be signed by the CEO/owner)
 - Name of waste disposal site where waste will be disposed of. Copies of waste disposal certificates will be required
- Method statement (how you are going to do your work)
- Hazard identification and risk assessment – based on method statement
 - Communication of risks to be signed by All persons involved in the project
 - Registers and checklists – general (if required as per scope of work)
 - Material safety data sheet register – MSDS
- Accident / incident procedure
 - Appointment of accident/incident investigator
 - Proof of competency of investigator (certificate and CV)
 - Accident / incident register
- Certificate of competency
 - First aider (training record)
 - SHE representative (training record)
- Medical certificates for persons working above 2m on edges, on scaffolding, painting, rooftops and any person operating any machinery, specialized truck or vehicle or equipment, etc
- Certificates of competency of operators
 - Medical certificates (to include lung, function, hearing and eye tests)