## PROJECT AND DESIGN GUIDELINES

## INTRODUCTION

The South African Revenue Services (SARS) seeks a comprehensive proposal from suitable experienced service providers for the Ergonomic Refresh of one of their four contact centres. Note this tender is only for the Alberton Campus contact centre which will be the benchmark for the other three contact centres. This request for proposals aims to align SARS with world class organisations based nationally and internationally to ensure that it keeps abreast of global trends.

The contact centre is a critical division in dealing with the SARS customer. A major portion of the functionality of the contact centre is the staff and the design focus must be placed on creating a highly motivational yet functional working environment i.e. Employee wellness, improved productivity and an enhanced working environment. SARS contact centre employees must be eager to come to work every day.

The following principles need to be adopted in your designs and form part of the proposal:

* Enhance productivity and employee well being
* Improve communication and interaction between Staff and Management, and SARS representatives and Clients.
* Improved employee synergy
* Improve overall customer experience through engaging with highly motivated staff
* Efficient overall functioning contact centre into how staff engage with the environment
* Innovative design and latest technology

The design of the works space must be directly linked to employee motivation and satisfaction and the Tenderer must focus on the following in their design:

* Reduce stress and improve health ,
* Latest fashionable trends
* Efficient working spaces
* Easy communication between managers and staff
* Increased staff morale
* A creative environment that can help stimulate inspiration and strengthen organisational culture.

NOTE: SARS is requesting a totally new innovative design.

SARS does not require offices that are typical cubicles surrounded by white walls and lit by white fluorescent lights i.e. traditional contact centre and office space. SARS intends to break the mould and introduce a unique working environment for the staff and inspire some genius ideas along the way.

## DESIGN PRINCIPLES

The following key principles need to be included in the proposal:

1. Designed to maintain and further improve employee engagement levels in order to improve the service delivery to taxpayers.
2. Cater for all contact centre staff including allowance for future expansion
3. An atmosphere conductive to open communication, productivity and creativity.
4. Creation of team identities to allow for visual differentiation between the different teams or workgroups.
5. A Modular design that can be reconfigured every so often

SARS will be responsible for the following:

* Removal of all SARS furniture
  + - * Bulk filers
* Heating, ventilation and Air conditioning
* Water and Electricity
* IT and Telecommunication equipment

Service Providers Responsibilities:

* Demolition work including removal of all ceilings, walls and floor finishes
* Remove, put aside and protect the light fittings, fire detectors and diffusers to be handed over to Client.
* Remove, put aside and protect the hydro boils and water filtration for reuse.
* Signage
* Redesign pause areas
* New Furniture and fittings supply and installation
* Encompass all business requirements i.e. Training rooms, coaching rooms, and meeting rooms.
* Ablution redesign – to be reflected as a separate line item in the activity schedule

## STAFF QUOTA

300 seater contact centre with consideration of a 1:12 team leader/team member cluster setup. Provision should be made to include for the following functions:

* 1 Senior Manager
* 3 Managers
* Personal Assistant
* HRBP
* HRBP Consultant
* QA team
* Workforce Team
* Knowledge Specialist

NOTE:

* Expansion for additional agents/team members (36No.) to be allowed for and denoted in different colour on the submitted layout.

## SPATIAL REQUIREMENTS

The area should be designed to accommodate the following:

* Breakout Room to accommodate people in a relaxed environment
* Pause Area
* Recreation centre
* Office for the nursing centre
* Coaching room
* Break-away/ discussion rooms
* Managers offices
* Printing areas
* Meeting rooms
* Training rooms

Note: Existing floor to slab height is 2.40m

Note the following regulations:

* Passages between work stations must be a minimum of 1200mm wide (fire regulation by-law). Due to number of staff in contact centre, 1500mm is typically used and demanded by most Fire Chiefs.
* All chairs must have minimum 800mm clearance behind them (OCHSA law).
* South African law says that G1 (standard General Type 1) commercial offices may not exceed 1 person per 15m2 gross floor area.
* All building and fire regulations to be adhered to.
* Occupational Health and Safety Act, 1993 (No 85 of 1993) and the regulations promulgated in terms of the Act.
* SANS 10142-1: The wiring of premises Part 1: Low-voltage installations with the latest amendments, issued by the South African Bureau of Standards.
* SANS 10142-2: The wiring of premises Part 2: Medium-voltage installations with the latest amendments, issued by the South African Bureau of Standards.
* SANS 10400: The application of the National Building Regulations
* Municipal, supply authority and regulatory standards and bylaws.
* The local Fire Department Regulations.
* The relevant SANS, NRS, BS and IEC and ISO supporting specifications referred to in the standard specifications.

## LIGHTING

* Adequate task lighting to a minimum standard of 500 lux should be obtained throughout the contact centre staffing area specifically designed to minimise additional glare.
* Suggestion to increase natural light in the space to be included in the proposal.
* This will be measured and will form part of the commissioning activity on the Activity Schedule.

## HEATING, VENTILATION AND COOLING

A SARS appointed mechanical engineer and contractor will be present on this project. The successful bidder is to provide for all service co-ordination and others with regards to this.

## ACOUSTIC DESIGN

The tender to allow and clarify in detail all noise management techniques and design principles included in the proposal. The daily average sound exposure to be kept below 85dB. This will be measured and will form part of the commissioning activity on the Activity Schedule.

## PROVISION FOR DISABLED

## Provision shall be made for all disabled staff including but not limited to mobility impaired persons, visually impaired persons, etc.

## TECHNOLOGY

The tender is to include for latest and most innovative technology noting the following (but not limited to):

* Incubator/ recording facilities (web seminar)
* Smart boards
* Internal communication facilities
* Kitchen appliances