



RFP23/2018

**SPECIFICATIONS FOR THE
SUPPLY,INSTALLATION, AND MAINTENANCE
OF FREE STANDING HOT AND COLD WATER
DISPENSERS AND SUPPLY AND DELIVERY
OF BOTTLED WATER TO CERTAIN SARS
OFFICES,
COUNTRYWIDE.**

1. INTRODUCTION:

- 1.1 The South African Revenue Service (SARS) is inviting bids for the supply, installation and maintenance of free standing hot and cold water dispensers and supply and delivery of bottled water on an “as and when” basis to Customs Border Posts and Contact Centres, countrywide. SARS intends awarding the contract on a cluster basis and reserves the right to award to more than one service provider.
- 1.2 The technical specifications of the required services are contained in this document and represent the minimum requirements of SARS. It is the responsibility of the service provider(s) to identify any discrepancies and advise SARS in the latest technology and developments with regard to the use and applications in respect of the supply of bottled water, especially with regard to the environmental impact this service could have.
- 1.3 Refer to Annexure C: for average monthly bottled water deliveries as per office. *Note: These figures are merely a guide to demonstrate the quantities that could be ordered on a monthly basis and by no means are accurate or binding.*
- 1.4 In the event of unsatisfactory service being rendered by the successful bidder(s), SARS reserves the right to terminate such a contract at any given time, with one month’s notice. SARS will not bear any responsibility or liability if such a contract is terminated prematurely.

2. SCOPE OF SERVICE:

- 2.1 The service will include the supply, installation and maintenance of free standing hot and cold water dispensers and the supply and delivery of bottled water on an “as and when” required basis to Customs Border Posts and Contact Centres, countrywide. SARS reserves the right to award the contract to more than one service provider

3. OUTSOURCING REQUIREMENTS:

3.1 TERM OF CONTRACT

The successful bidders(s) will be appointed for a period of **36 (thirty six)** months.

3.2 OCCUPATIONAL HEALTH AND SAFETY

All personnel of the successful bidder(s) will be subject to total adherence to all SARS’s safety, health and security requirements, policies and procedures which applies to this type of service.

4. DEFINITIONS:

- 4.1 In this document, unless inconsistent with the context, the words and expressions have the following meanings and similar expressions will have corresponding meanings:-
 - **“Container”** – means any packaging of foodstuffs for sale at retail level or for catering purposes for delivery as a single item or for free sample handout purposes, whether by

completely or partially enclosing the foodstuff and includes wrappers for individual or multiple-unit-packs.

- **“Best Before”** – means the date which signifies the end of the period under any stated storage conditions which the product will remain fully marketable and will retain any specific quantities for which tacit or express claims have been made, beyond the date the food may still be perfectly satisfactory;
- **“Act”** – means the Foodstuffs, Cosmetics and Disinfectants Act number, 1972 (Act No. 54 of 1972) for the control of the sale, manufacture and importation of foodstuffs, cosmetics and disinfectants; and to provide for incidental matters;
- **“Bottled Water”** - means water that is packed in sealed containers of various forms and capacities, and which is offered for sale as a foodstuff for human consumption, but does not contain sugars, sweeteners, flavourings or any other foodstuffs;
- **“SANS 1657:14 ”** – means the drinking water specifications as published from time to time by the South African Bureau of Standards;
- **“COIDA”** – means the Compensation for Occupational Injury and Disease Act 1999, (Act No. 130 of 1999).

5. MISCELLANEOUS:

5.1 Bidders must give an indication of the following in their tender submissions:

- Lead time to mobilize;
- Statutory and legislative compliance with regard to the supply of water as well as other applicable labour and tax legislation; and
- Any other requirements/ shortcomings not addressed in this document or alternative more cost effective, environmentally friendly and sustainable methods of water supply.

6. SPECIFICATIONS:

6.1 Any further elaboration or explanations on a particular line item must be made on separate attachments to the Bidder's bid submission. In such cases the correct cross-reference must be made as comments opposite that particular paragraph as well as on the applicable attachment(s). If a particular item is left blank, **non-compliance with the requirement will be assumed.**

INSTRUCTIONS

6.1 FREE STANDING WATER DISPENSERS

6.1.1 The successful Bidder will supply, install and maintain free standing water dispensers in designated areas of the SARS office buildings that dispense hot and cold bottled water via a plastic bottle. The capacity of the plastic bottles must be approximately 19 litres.

6.1.2 All water dispensing equipment will be cleaned/sanitized with the filters being replaced every **(6) six** months from the start of the contract.

6.1.3 The successful Bidder will use environmentally friendly chemicals; (bleach, etc) to thoroughly sanitize; clean and disinfect all the internal working components of the water dispenser.

6.1.4 The successful Bidder will remove all empty water bottles.

6.2 GENERAL REQUIREMENTS

6.2.1 SARS reserves the right to test the supplied water for compliance to the minimum specifications as contained in the Foodstuffs Cosmetics and Disinfectants Act, 1972 (Act No. 54 of 1972).

6.2.2 The bottled water is to be delivered to site “as and when” required by the individual SARS offices/sites. Empty bottles must be collected as and when required.

6.3 PUBLIC LIABILITY INSURANCE:

6.3.1 The successful bidder must at his/her own cost take out and maintain Public Liability Insurance to the amount of **R2 (two) Million**. If the bidder does not have R2 Million, the bidder must provide a “letter of intent” which indicates that the PLI will be increased to the required amount if the bidder is successful. The letter of intent must be from a recognised insurer. Proof of which must be submitted together with the Bidder’s submission.

6.4 STAFF:

6.4.1 The successful Bidder will provide its own management and staff and will ensure that all Bidders’ staff are adequately trained and/or undergo training according to a suitable training programme prior to the commencement of the contract.

6.4.2 The successful Bidder will ensure that the Bidder’s staffs are neatly dressed in a uniform supplied by the Bidder at his/her cost, so that the Bidder’s staff can be clearly identified from other staff of contractors on SARS premises. **SARS reserves the right to order the immediate removal of any staff member that does not adhere to this requirement**

6.4.3 The successful Bidder must comply with all the relevant employment legislation and applicable bargaining council agreements i.e. UIF, PAYE, Workman's Compensation, SETA, etc.

6.4.4 The successful Bidder will permit SARS to inspect Bidder's site and water preparation and storage facilities on a regular basis to ensure the Bidder's compliance with the requirements of this RFP.

6.5 SECURITY:

6.5.1 The successful Bidder's staff will adhere to all applicable SARS Health, Safety and Security Policies and Procedures. [Copies will be supplied to the successful Bidder(s) upon appointment].

6.6 OWNERSHIP/STORAGE:

6.6.1 SARS will not provide storage for extra water bottles. Only the requested amount of water bottles is to be delivered to site.

6.6.2 SARS will not bear any responsibility or liability for loss or damage to any of the successful Bidder's inventory that is left on SARS's premises.

6.6.3 SARS will not bear any costs associated with lost empty water bottles upon conclusion of the contract. The onus lies with the service provider to remove all empty bottles during the term of the contract.

6.6.4 SARS will not bear any costs for the uninstallation and removal of the hot and cold water dispensers upon conclusion of the contract. The cost of uninstallation and removal of the water dispensers is the responsibility of the service provider

6.7 SAFETY REGULATION:

6.7.1 The successful Bidder will ensure that all work performed and all vehicle, plant and equipment brought onto or used on site complies with the Occupational Health and Safety Act, 1993 (Act No. 85 of 1993) as well as the Compensation for Occupational Injury and Disease Act, 1993 (Act No. 130 of 1993).

6.7.2 The successful Bidder must ensure that the bottled water complies with **SANS 1657:2014**, as may be amended from time to time

6.8 PRICING:

6.8.1 All quoted prices must be **inclusive** of VAT (15%)

6.8.2 The pricing must :

- Be Inclusive of all costs pertaining to the installation and maintenance of the water dispensers and the supply of the bottled water.

- Indicate pricing assumptions, exclusion and identification of unknown costs.

6.8.3 The pricing should incorporate the following components:

6.8.3.1 Rental of free standing hot & cold water dispenser for 36 months x units including installation and delivery to site;

6.8.3.2 Bottled water of approximately 19 litres in capacity x units including delivery charges;

6.8.3.3 Maintenance per dispenser every 6 (six months) x units.

Escalations must not exceed CPI or 6 % whichever is lesser on the anniversary date of the contract.

6.9 CONTRACT:

6.9.1 SARS reserves the right to terminate the contract due to poor service and/or non-compliance to the agreement by the service provider by providing 1 month's prior written notice.

6.9.2 SARS shall not be liable for any damages or loss to the service provider resulting from the termination of the contract under this clause.

6.10 GENERAL:

6.10.1 SARS reserves the right to accept more than one bid from the most economical and/or convenient point of supply. SARS also reserves the right to accept a Bid as a whole or partially or not at all. SARS also reserves the right to request further references. A list of SARS offices/sites is attached which will participate in this contract. Refer to Annexure C for further details

6.10.2 Deliveries must be made during normal "Business hours" i.e. 8 am to 4 pm and delivered to the person responsible for that department's bottled water.

6.10.3 Bidders are to notify SARS of any additional costs, i.e. delivery charges, impending price increases, change of amendment in terms of water quality, etc not covered in the bid document.

ANNEXURE C

Customs Border Posts and Contact Centre Infrastructure

Cluster A

Northern & Western Cape					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
Northern Cape	Nakop Border Control	N10 highway	Upington - 110 kms	1	20
Northern Cape	Vioolsdrift Border Control	N7 Highway	Springbok - 118 kms	3	25
Western Cape	Sable Centre	Cnr Teddington & Durban Streets, Bellville	Bellville	6	180
Northern Cape	Alexander Bay Border Control	R382 highway	Port Nolloth - 85 kms	1	5
Total per month				11	230

Cluster B

North West					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
North West	Ramatlabana Border Control	N18/R203 highway	Maikeng - 25 kms	4	30
North West	Skilpadshok Border Control	N4 Highway	Zeerust - 54 kms	6	50
North West	Kopfontein Border Control	R49 Highway	Zeerust - 105 kms	4	50
Total per month				14	130

Cluster C

Mpumalanga					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
Mpumalanga	Mahamba Border Control	R543 Highway	Piet Relief - 44 kms	3	12
Mpumalanga	Oshoek Border Control	N17 Highway	Warburton - 59 kms	3	30
Mpumalanga	Nerston Border Control	R65 Highway	Amsterdam - 19 kms	1	12
Mpumalanga	Jeppes Reef Border Control	R570 Highway	Malelane - 41 kms	4	20
Mpumalanga	Lebombo Border Control	N4 Highway	Komatipoort - 3 kms	15	100
Mpumalanga	Mananga Border Control	R571 Highway	Komatipoort - 63 kms	4	20
Total per month				30	194

Cluster D

Limpopo					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
Limpopo	Beitbridge Border Control	N1 Highway	Musina - 22 kms	12	200
Limpopo	Grobler's Bridge Border Post	R572 Highway	Lephalale - 94 kms	7	60
Total per month				19	260

Cluster E

KwaZulu-Natal					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
KwaZulu-Natal	Golela Border Control	N2 Highway	Richards Bay 193 kms	2	50
KwaZulu-Natal	Trescon Building	201 Pixley KaSama Street	Durban	4	60
KwaZulu-Natal	Qacha's Nek Border Control	N2 /R56 Highway	Port Edward 239 kms	1	10
Total per month				7	120

Cluster F

Free State					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
Free State	Ficksburg Border Control	Cnr End & Bloem Streets	Ficksburg - 3 kms	5	30
Free State	Caledonspoort Border Control	R711 Highway	Fouriesburg - 9 kms	3	10
Free State	Maseru Bridge Border Control	N8 Highway	Ladybrand - 17 kms	7	40
Free State	Van Rooyen's Hek Border Control	R702 Highway	Wepener - 9 kms	3	10
Total per month				18	90

Cluster G


Gauteng					
Region	Office	Address	Nearest City/Town	Number of rented coolers	Est. number of bottles of water per month
Gauteng	Head Office - Le Hae La SARS	299 Bronkhorst Street	Pretoria	1	6
Gauteng	Alberton Campus	McKinnon Street, Alberton	Alberton	6	100
Gauteng	Doringkloof Office Park	Doringkloof Office Park, 7 Protea Street	Pretoria	4	100
Total per month				11	206

Note: The above-mentioned information relates to the current SARS Border Control and Contact Centre portfolio. The information is included for clarity purposes and should in no way be regarded as a guarantee of any prospective business. SARS reserves the right to add to, or remove any of the above-mentioned offices.

ANNEXURE D: SARS WATER DISPENSER STANDARD

THE ATTACHED IMAGE OF A WATER DISPENSER IS FOR ILLUSTRATIVE PURPOSES ONLY.

THE WATER DISPENSER WHICH WILL BE PROPOSED BY THE PROSPECTIVE BIDDER WILL BE EQUAL OR SIMILAR TO THE DISPENSER DEPICTED IN THE IMAGE.

Building Norms & Standards								
<h1>APPLIANCES: WATER DISPENSER</h1>		Last Revised: 05-11-2009						
	SIZE: FEATURES: Hot & Cold functions. DELIVERY: Cost to include Delivery. Location of fitment to be confirmed with Facilities Manager on site prior to actual installation. Item to be plugged in and tested when delivered to site. SUPPLIER: Plasticised sticker fixed to bottom, stating: Supplier, physical address and contact details. WARRANTY: All units to carry minimum of 5 years warranty under normal office environment conditions. The specifications as contained in this document are the minimum SARS requirements. Vendor to take design responsibility & ensure correct specifications.							
	Typical filtration, preparation and bottling procedures Aquazania (or similar or equal):							
	STEP 1 SILICA SAND SEDIMENT FILTRATION							
	STEP 2 SEVEN STAGE GRANULAR ACTIVATED CARBON FILTRATION							
	STEP 3 ULTRA FINE MECHANICAL FILTRATION							
	STEP 4 REVERSE OSMOSIS FILTRATION							
	STEP 5 MINERAL REINJECTION							
	STEP 6 OZONE STERILIZATION							
	STEP 7 2-STAGE BOTTLE WASHING							
	STEP 8 STERILE BOTTLE RINSE							
STEP 9 FILLING, CAPPING AND SEALING								
Note: Only qualified and registered electricians are to be invited to submit quotations. All products as specified or similar or equal. SARS Facilities to sign off sample before order is placed. Installation: Cost of installation to include: Delivery & Installation. Hook-up of piping work for water supply as per by-laws with COC's. Installation of Isolator Switch as per by-laws with electrical hookup to DB with COC's. Overflow/drip pipe must be included with installation. Location: Location of fitment to be confirmed with Facilities Manager on site prior to actual installation. Filtration: Triple Action Filtration System not required. Supplier: Plasticised sticker fixed to bottom, stating: Supplier, physical address and contact details. Warranty & Design: All units to carry minimum of 5 years warranty under normal office environment conditions. The specifications as contained in this document are the minimum SARS requirements. Vendor to take design responsibility & ensure correct specifications.	CODE Description <table border="1"> <tr> <td>APP</td> <td>WD</td> <td>01</td> </tr> <tr> <td>CATEGORY</td> <td>TYPE</td> <td>CODE</td> </tr> </table>		APP	WD	01	CATEGORY	TYPE	CODE
APP	WD	01						
CATEGORY	TYPE	CODE						
		Barcode: SARS issued barcode to be fixed to front of dispenser before delivery to site.						