

**SARS CORPORATE REAL ESTATE**  
**PROFESSIONAL SERVICES**  
**TURNKEY TECHNICAL SPECIFICATION DOCUMENT**

**Turnkey solution for proposed new SARS Contact Centre  
building in Bellville, Western Cape.**

**RFP 64 / 2018**

## Table of Abbreviations and Definitions

Abbreviations	
Term	Description
SAPOA	South African Property Owners Association – No3 Rev 1 Second Edition (2007)
GLA	Gross Leasable Area – as defined by SAPOA – for commercial buildings.
USABLE	Usable area – as defined by SAPOA – for commercial buildings.
CWS	Agile definition – Co Working Services
TI	Tenant Installation
Water Security	Storage of onsite potable water under mains equivalent pressure in event of mains water supply failure.
BMS/BAS	Building Management System / Building Automation System
IT	SARS Information Technology division – or DIST – and associated SARS appointed DIST service providers.
UPS	Uninterrupted Power Supply
Client	SARS and appointed representatives
ASIB	Automatic Sprinkler Inspection Bureau
SARACCA	South African Refrigeration & Air Conditioning contractors Association
OHSA	Occupational Health and Safety Act

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## 1. KEY INFORMATION

As a further part of the South African Revenue Service's drive for service excellence and being committed to continuous improved service delivery, the request for procurement to source a turnkey office accommodation solution including a full professional services team as well as experienced Contact Centre tenant installation design (ergonomic) and fit out (construction) in Bellville, Western Cape, is hereby invited.

In view of the above, SARS is requesting information from prospective bidders to supply requisite information on the availability of modern commercial office (as per SAPOA commercial office definition) accommodation suitable for contact centre use in Bellville. A technical gate bid evaluation process will be followed to select the best fit and market related option for SARS.

*All work done during the bidding stages is at bidders own risk and SARS will not contribute financially to any submission or be held liable for any financial claims.*

### **Building Availability:**

The Bidders proposed premises must be available for tenant installation fit out to begin within 3 calendar months of the successful award of this tender. This allows the bidder's professional team 3 months to undertake and complete Stages 1 to 4. The envisaged lease commencement date is to be negotiated based on the bidder's anticipated construction program timelines (6 months for Stages 5 & 6). SARS's preferred period is therefore 9 months.

Irrespective of the above, it is a SARS requirement that the bidder is capable of ensuring that the building is designed and fitted out in a period not exceeding 12 months **from date of tender award**.

### **Building Characteristics and Location:**

The characteristics of the building fabric/shell shall allow for a modern state of the art contact centre – matching the Ergonomic layout supplied in Annexure A - (preferably) on ground, first or second floor. In the event of a multi-tenanted building, SARS will prefer a

dedicated SARS entrance. The building shall allow for modern agile office implementations which include CWS solution such as exercise areas, quiet spaces, etc. These area requirements are included later in the document annexures (A and B).

A SARS compliant layout for a modern agile contact centre is included in this bid document, as a guide to the extent of works related to a typical fit-out of a specialised SARS office for a single floor layout. SARS preference is for a single storey building; however SARS will consider bidder proposals splitting across 2 floors.

In the event of a split floor proposal, the bidder is to note that SARS will **limit** consideration to consecutive floors only; namely Ground & First floor - or - First and Second floor. Additionally, the split per consecutive floor must be in the region of 50% lease area required per floor – within 10% each way.

SARS reserves the right to deem a split floor solution unacceptable during on site evaluation (See Technical Gates 1 and 2 below). The principle for rejecting such a proposal will be the inability for the design to logically allow for the work flows required for the contact centre to effectively operate, which will affect business functionality or efficiencies. See Annexure A in conjunction with all other principles contained within this specification document.

The allowable location of the facility is supplied in Section 2.2. Over and above, the location must be within walking distance (less than 1 km) of public transport services, clearly visible from major local traffic routes, ideally within close proximity to public parking facilities. Positive consideration will be given to dedicated secure covered on-site parking availability within the premises, but parking facilities within 200m of the building will be considered. See notes in Annexure C for covered parking bay information.

It must be noted that if the bidder is proposing 3<sup>rd</sup> party parking services, SARS will consider the single point of contact for ALL parking to be the bidder only. SARS will not directly engage on any 3<sup>rd</sup> party parking leases for the purposes of this bid and subsequent lease.

It is a further pre-requisite that the proposed new office be located in close proximity to retail shopping and banking facilities and other (non-industrial) commercial nodes.

Cognisance will be given to the security features of the proposed building such as access control; perimeter fencing, etc. The overall security aspects of the proposed accommodation will be assessed with the physical evaluation of the premises, which is an integral part of the tender process. Cognisance will also be given to the general security and crime stats of the proposed area.

*If a bidder intends on submitting more than one building for consideration, the bidder must submit separate bid responses for each premises offered.*

**Proposed Leasing Period:**

10 years.

**Reduced Operating Costs:**

Advantageous Consideration: Cognisance will be given to building features, with roof design allowing for rain water harvesting/grey water harvesting options, advanced thermal insulation characteristics and architectural studies of natural light usage. These features offer potential for operating cost reduction. The bidder is to indicate the proposed operating cost reduction in their rental proposals.

**Full professional Team:**

SARS requires that the bidder appoints a full Professional team to execute all Stage 1 to Stage 6 aspects of the internal design and fit-out of the premises to ensure conformance to all applicable South African statutory regulations, Acts and the SARS specific fit-out requirements. See section 1.1.1 below.

Details of the bidder's proposed Professional team for the project must be provided as a returnable document. The bidder must specifically note that post tender award; the bidder will be responsible for the design of the contact centre as well as the construction and fit out of the contact centre.

## **Cost Exclusions:**

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 (white boxing) the premises prior to fit-out. The appointed landlord must be prepared to execute the fit-out of the premises for landlord required items as per designs and specifications prepared by its Professional team.

## **Specific Bid Exclusions:**

- Clearing and preparing (white boxing) the premises prior to fit-out
- IT infrastructure – by SARS IT. (Bidder will allow for cable tray reticulation, construction of server/patch and UPS rooms, etc.)
- Furniture manufacture, supply and Installation.
- Furniture Power Panels with unconnected plug sockets – by Furniture supplier (bidder will supply electrical hook-up to sockets).

## **1.1 APPOINTMENT OF PROFESSIONAL TEAMS**

High level description of services required / to be executed by bidder if successfully awarded. This is a simplified view and Turnkey service provider is to allow for all requirements needed to fulfil tender specification:

Architects:

The bidder's Architect will execute a full Stage 1 to 6 Architectural Services Scope for full design process for affecting the SARS requirements for a SARS Contact Centre into the awarded building.

This will require the Architect to undertake detailed analysis of the Alberton Contact Centre (client bench mark) and detailed engagement with the client to optimize and fine tune all aspects of the proposed Contact Centre Design, within the constraints of the tendered budget and stipulated tender requirements to the building awarded by this tender.

## Engineers:

The bidder's engineering team will execute a full Stage 1 to 6 Engineering Services Scope based on the Architects final SARS approved design, within the constraints of the tendered budget and stipulated tender requirements.

## Quantity Surveyor:

The bidder's quantity surveyor will compile detailed cost estimates clearly indicating the total cost of fit out, as well as identify cost splits between, baseline costs, landlord (bidder) costs and Tenant costs based on the total sum of all technical drawings required to affect the full tenant installation (Contact Centre) fit out.

## Construction:

Once all design and engineering and costs prepared by the bidder's professional team has been fully signed off by SARS, the bidder will fit out the proposed Contact Center with suitable qualified CIDB graded resources, and make ready for beneficial occupation.

SARS will install final IT requirements and all furniture.

### **1.1.1 Anticipated Professional Teams/Services**

The bid will result in a suitable South African Registered firm with expert Turnkey professional design and engineering teams and specialist construction teams being appointed to deliver a new Contact Centre facility in Bellville based on high level concept layouts and functional brief developed by the client (SARS CRE and SARS Business) based on the SARS Alberton Contact Centre.

*The Turnkey service provider is expected to have the following teams or team members (as a minimum but not limited to):*

- 1.1.1.1 Professional Architect.
- 1.1.1.2 Professional Mechanical Engineer
- 1.1.1.3 Professional Electrical Engineer.
- 1.1.1.4 Professional Rational Fire Consultant.
- 1.1.1.5 Professional Quantity Surveyor.
- 1.1.1.6 Expert construction management teams including SHEQ.
- 1.1.1.7 Expert infrastructural services teams (Electrical and mechanical installers) - Suitably CIDB registered.
- 1.1.1.8 Expert Construction and Tenant Fit out teams - Suitably CIDB registered.

## **2 PROPERTY, LOCATION, COMPLIANCE & PARKING**

### **2.1 PROPERTY**

SARS requires commercial office space suitable for Contact Centre usage.

The clients requirement has a proposed usable area of **2765 m<sup>2</sup>** (Usable area as defined by SAPOA “method” of floor area measurements for Offices – Section 1.2.4) for the proposed SARS Bellville Contact Centre to a maximum of 2900 m<sup>2</sup> GLA. See Annexure B for measurement break down.

SARS will consider buildings ranging from Grade C+ to Grade A+ to increase market responses.

SARS acknowledges that building shape is unique per building which affects design performance and that a fixed usable and GLA m<sup>2</sup> requirement may not achieve a suitable SARS compliant Contact Centre layout in all buildings and is therefore not a guarantee of fit for purpose. SARS will therefore consider buildings within stated margins as per the table below - *strictly subject to successful planning of Contact Centre layouts being achieved.*

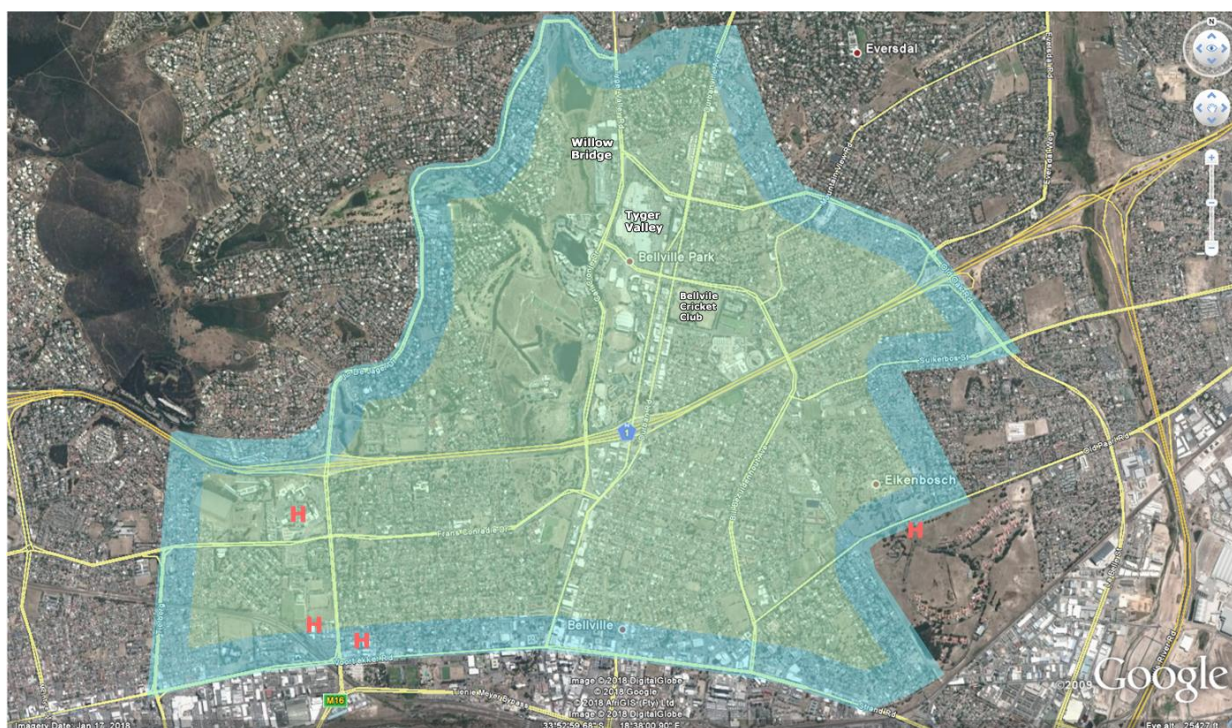
Area Type	Specification (m <sup>2</sup> )	Less 10% (m <sup>2</sup> )	Add 15% (m <sup>2</sup> )
Usable	2765	2489	3180
GLA	2900	2610	3335

**Table:** Permissible min and max area sizes for this tender.

## 2.2 LOCATION

Prior to tender, SARS Business has conducted research on areas, public transport routes and staff travel routes. The area indicated in *light yellow* is the preferred location for this tender.

*This tender will consider areas marginally outside the preferred area (500 m – excluding industrial areas – indicated in light blue), subject to intense scrutiny on suitability during the on site evaluation phase (Technical Gate – Stage 2). Buildings outside the sum of these areas will not be considered.*



**Image:** Areas generally considered suitable for location of new Bellville Contact Centre.

## 2.3 BUILDING REGULATIONS AND COMPLIANCE

The leased premises shall comply with local council bylaws and the National Building Regulations. Any program by the bidder to prepare the proposed premises is to be fully legally compliant with all relevant Acts and By-Laws, National Building Regulations and OHSA.

The bidder shall cost as part of the final tender sum all submissions to council, fire department, etc. and all approvals.

## **2.4 PARKING**

SARS requirements for parking may exceed some local town planning by-laws. Refer to parking matrix for further detail (See **Annexure C**). The provision of sufficient parking as per Annexure C is compulsory.

# **3 SARS CONTACT CENTRE INFRASTRUCTURE STANDARDS**

## **3.1 HEATING, VENTILATION AND AIR CONDITIONING (HVAC)**

The premises must be fully air-conditioned, with all maintenance, repairs, future new work and replacements the responsibility of the bidder (landlord) under the lease contract.

The bidder is to note that SARS Contact Centres have higher heat loads than normal G1 type commercial office design. As such, a higher HVAC specification is required by SARS. The ventilation of the building must therefore exceed the minimum requirements of the Occupational Health and Safety Act, 1993 (Act 85 of 1993) and comply with SARS specifications for HVAC systems and with mechanical engineers specifications. For the purposes of calculating heat load, SARS Contact Centres use PC's, not laptops. Annexure A and B indicate the proposed staffing numbers.

AS HVAC design and equipment for coastal and inland facilities differ according to their different climate conditions, the bidders' professional team and service providers to ensure that equipment offered and installed is specified for the region in which the specific facility falls. External equipment must be designed to operate down to at least -20 degrees. Full technical data must be available for scrutiny.

Flexible ducting sections shall typically not exceed 1,5m in length. All Flexible supply and return air ducting to be of insulated and attenuated type. All condensate drains lines to be blue PVC. All refrigerant piping in ceiling void to be continuously supported by means of galvanized metal trunking, galvanized metal cable tray or galvanized angle sections.

The ambient temperature required will be 23 °C (Min variance 2 °C up or down) in summer and 25 °C (Min variance 2 °C up or down) in winter. The air-conditioning system

must be connected to a fully programmable HVAC BMS (Building Management System) that is integrated fully with the overall building BMS system and fire system controls. Fresh Air supply must exceed standard G1 calculations. The HVAC system must ensure that humidity levels remain in the 40 – 45% mark.

Provision must be made for the Air-conditioning system to be on a timer for different building zones and areas controlled via the HVAC BMS System, or occupancy sensor linked. SARS design specifications are that all areas can be individually controlled via the BMS/BAMS system only. Controllers on the floor are to identify temperature, but not allow adjustment.

All systems are to be full in ceiling void hideaway type with flexi-pipes to diffusers/returns. No cassette type units may be deployed.

SARS's standard specification for building HVAC systems is 3-pipe VRV (VRF) heat recovery systems allowing for individual area controls and simultaneous heat/cooling and heat recovery. Variable refrigerant flow (VRF) systems are gaining in popularity and are used as an enhanced version of multi-split systems, featuring simultaneous heating and cooling as well as heat-recovery capabilities. Modern VRF systems provide some major advantages, such as zoning, individual temperature control, minimized ductwork, excluding the need for secondary fluids (chilled-water or hot-water distribution), and associated costs.

Should the building be fitted with an existing HVAC system that is equivalent in performance and management control, the bidder is to submit a detailed mechanical engineering report to SARS proving that the system is equal or exceeding SARS VRV/F HVAC BMS linked requirements, and that it can operate to SARS's expectations or higher. The acceptance of the engineering report is entirely at SARS's discretion and rectification to meet SARS specifications will be costed by the bidder as part of their bid submission if rejected by SARS.

The bidder is to additionally note that SARS IT has compulsory HVAC specifications for Server, Patch and UPS rooms. These will be given to and discussed with the bidder's professional teams in detail during post award stages 1 to 3.

Bidders appointed HVAC installer must comply with the following:

1. Must be active member with relevant air conditioning body, for example SARACCA.
2. Safety training and accreditation on risk assessment and management as per trade.
3. Approved training on southern African qualification and certification for gas.
4. Relevant refrigeration technical qualification minimum N3.

### 3.2 ABLUTION FACILITIES

The bidder shall provide fully functional new or completely refurbished ablution facilities dedicated solely to the use of the SARS Contact Centre. See Annexure A and B for estimated area allowances and most importantly, number of staff/facilities to be accommodated.

Fit out standards for ablutions will be provided to the bidder's professional team during Stages 1 to 3, complimented by a compulsory site visit to the Alberton Contact Centre should the bidder be successfully awarded this tender.

#### 3.1.1 SANITARY FIXTURES FOR BUILDINGS (SANS 10400-1990)

Minimum applicable to G1 Office Space (amended to suit Contact Centre Staff numbers – See Annexure B) and total fixtures not less than the quantities indicated in Annexure A and B.

1	2	3	4	5	6
	<b>Number of sanitary fixtures to be installed relative to the population</b>				
For population up to -	<b>Males</b>			<b>Females</b>	
	<b>WC</b>	<b>Urinals</b>	<b>Washbasins</b>	<b>WC</b>	<b>Washbasins</b>
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

### **3.2.1 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 (public) amenities, including people with disabilities. All lifts shall be fitted with brail/voice support for visually impaired employees.

## **3.3 WATER SUPPLY**

The municipal water supply to the premises shall be metered separately.

### **3.3.1 WATER SECURITY SOLUTION**

SARS will require the bidder's professional team to design and implement a permanent water security solution for the proposed premises – if the building does not already have such a solution. This will be designed, costed, installed, commissioned and maintained by the bidder at the bidders cost, recuperated via the proposed TI costs and rental costs.

The water security solution system will allow for up to 30 000 litres of water per day for a 3 day period – capped at 90 000 litres from point of water supply to building failing per incident - with all relevant pumping, electrical and piping systems designed by the landlord's professional team and all water security system performance warranties upheld by the landlord and their professional team. The bidder will ensure the fitment of professional filtration and Ultra violet (UV) light systems to ensure water is kept clean and healthy at all times. SARS requires a consistent water pressure of 4 Bar for normal water reticulation, with systems supplying higher bar options for rational fire compliance where required.

Over and above, a building water filtration system of SARS specification PA-PUR-HF-3 will be required for each floor to be leased. Maintenance of the PA-PUR-HF-3 will be at SARS's cost.

### **3.3.2 RAIN WATER HARVESTING SOLUTIONS – POTABLE.**

Advantageous: SARS will require the bidder's professional team to maximise every potential on site and via building/roof design to ensure as much rain water as possible can be harvested, recuperated via the proposed rental costs. Such harvesting must compliment the water security solution; and as such requires filtration systems. Water harvested must be deemed fully potable for human consumption.

### **3.3.3 GREY WATER HARVESTING SOLUTIONS – NON POTABLE.**

Advantageous: SARS will require the bidder's professional team to maximise every potential on site to capture suitable "grey water" with relevant filtration systems for use for irrigation and toilet water supply, recuperated via the proposed rental costs.

## **3.4 ELECTRICAL SUPPLY, UPS and GENERATOR REQUIREMENTS**

### **3.4.1 General**

The power supply shall be metered separately and power factor correction equipment shall be installed dedicated to the SARS Contact Centre area. The relevant local municipal authority shall also confirm in writing the power supply stability. The installation shall comply with all relevant regulations and by-laws.

The total power supply should have a spare capacity of up to 20%. It must be taken into account that all operational staff as per the SARS accommodation norms document will be equipped with a computer with led monitor. All main electrical supply shall be governed with class one and/or class two lightning surge protectors depending on the lightning protection system class.

**Note:** SARS will not contribute to any upgrading / provisioning of additional power supply to the property / building / premises. This must be recovered by the landlord via his rental offer.

### **3.4.2 Prime Generator**

Prime Generator: The landlord's electrical engineer shall - after engagement with the SARS design teams – specify, supply, install and commission a suitable Primary type Generator (Continuous emergency power supply). Aspects of the building that

must be accommodated on the generator supply will be confirmed during Stages 1 to 3 post successful tender award.

The Prime Generator specified is to allow for communication protocols suitable for BMS/BAS system management and alerts and monitoring via SARS National Command Centres.

The generator will be tested monthly by the landlord's maintenance teams. SARS will pay for diesel fuel costs only.

### **3.4.3 End-User Electrical Layouts**

Should the building be deemed suitable for SARS's requirements, it is the responsibility of the bidder's professional team to assess the staffing information provided in Annexures A and B, and during Stages 1 to 3 and to cost the supporting building electrical infrastructure (electrical engineering design) for the proposed tenant fit-out loads up to and including wall plugs or power skirting plugs and in-ceiling snap fit plug points for furniture power supply.

SARS will directly do the tenant installation electrical work for work station power reticulation (under furniture and into furniture power panel plug) as part of a separate furniture tender process. The landlord will wire the power panel.

### **3.4.4 UPS requirements**

#### **3.4.4.1 Building UPS**

SARS requires that all ICT loads (i.e. computer workstation socket outlets, data network, telephone network, etc.) be on UPS power to ensure that there is no down time on these loads during power outages. SARS will confirm the detail of what must be catered for during Stages 1 to 3 post successful tender award.

The landlord's electrical engineer is to propose and design the size of the building UPS.

The landlord's engineer is responsible for specifying and costing the supply cable sizes and reticulation services to and from all building UPS's including the server room UPS. The landlord is responsible for the connections to the main building distribution boards, sub distribution boards and UPS boards.

In addition, it will also be expected from the landlord's engineer to plan for and anticipate the building's load (all services and infrastructure without exception as agreed during Stages 1 to 3) that will be placed on the building UPS.

#### **3.4.4.2 Server Room (ICT) UPS**

SARS will spec, procure, supply and commission the server room UPS. SARS will supply the proposed sizing to the landlord's electrical engineer for the landlords design and costing of all supporting electrical reticulation to the Server Room UPS.

#### **3.4.5 Lightning Protection**

The building shall have sufficient lightning protection installed to conform to the latest edition of SANS 62305 - All Parts.

#### **3.4.6 Lighting**

All interior lighting shall be designed and installed to conform to *and exceed* the latest edition of SABS 10114-1 to SARS specific requirements. Landlord is to supply a TI sum for fitment of new lights and ceilings as per square-meter rates based on the AECOM book for building costs focussing on low glare options. This will be a set TI contribution based on the proposed GLA lease size.

#### **3.4.7 Ceiling Heights**

The bidder must provide SARS with measured ceiling heights of the proposed premise due to SARS infrastructure requirements. The mandatory minimum suspended ceiling grid heights for a SARS office should be at 2700mm AFFL with a preferred ceiling void of 650mm or more from ceiling up to the underside of concrete slab. If ceiling void is less than 650mm clear, the bidder's professional team is to

give written confirmation that the planned service layers can easily fit within the available space. This shall be supplied as a printed Returnable document in the initial tender bid response.

### **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 (if sprinklers are fitted) be submitted, along with all other information regarding Rational Fire Engineering and all Fire by-law Compliance. Provisioning, certification, continuous maintenance of the installations and equipment will be the responsibility of the landlord for the duration of the lease period.

All fire services shall communicate with the BMS/BAS system and HVAC system.

NOTE: SARS is specifically responsible for the fitment of all fire systems to the SARS Server rooms, Security Rooms, Patch rooms and UPS rooms.

### **3.6 BUILDING BMS / BAS SYSTEM**

The bidder's professional team is to cost for design and installation of a new BMS / BAS, (or upgrading of an existing BMS / BAS) to meet the following requirements:

#### **3.6.1 KEY INTEGRATION POINTS:**

- HVAC – occupancy/failures/etc.
- Electrical – occupancy/lighting/generator/PV plant/UPS/failures/etc.
- Fire – panels/pumps/alarms/door releases/HVAC termination/etc.
- Water – grey water plant/pumps
- Remote communication for remote management.

#### **3.6.2 BUSINESS OBJECTIVES:**

*Building Occupants (SARS Business)*

- Good control of internal comfort conditions.
- Individual room / zone control.
- Increased staff productivity.
- Effective response to HVAC-related complaints.

### *Real Estate Management (SARS CRE)*

- Flexibility on change of building use.
- Remote Monitoring
- Effective monitoring and targeting of energy consumption.

### *Real Estate Operations (SARS CRE)*

- Ease of information availability.
- Computerized maintenance scheduling.
- Early detection of problems (Pro-active, not re-active). Improved plant reliability and life.

## **3.7 VERTICAL MOVEMENTS**

### **3.7.1 Stairs**

All stairs must allow free and easy flow of people.

### **3.7.2 Lifts, hoists & escalators**

Taking into account rules SANS 10400 4.44 to 4.47, as set out in the SA Standard Code of Practice for the Application of the National Building Regulations, as issued by the SABS, it is required that the premise offered, if consisting of more than one floor, shall be provided with at least two (2) lifts to be utilised as passengers lift to transport at least eight (8) persons or goods with a minimum payload of 1,000 kg at any given time. The minimum clearance entrance to the lift car shall be of such dimension that it will be accessible for a wheelchair. The minimum recommended car width and depth should respectively be 1,200 mm and 1,700 mm. If the premise has a basement level, the lift shall also serve that area.

***Note:*** All passenger lifts shall be equipped with Voice Sensitizers and Braille buttons. In addition the lifts shall be connected to the control room of the lift service provider, for purposes of continuous communication in the event of lift stoppages.

#### **3.6.2.1 Lift / Escalator Maintenance – if applicable**

All Maintenance costs will be for the landlord - recuperated via the lease.

### **3.8 CARRYING CAPACITY OF FLOORS**

The floors should allow a carrying capacity of at least 270kg/m<sup>2</sup> in normal office areas. The bidder shall issue a certificate, signed by an independent professional structural engineer (registered with ECSA) confirming the carrying capacity of such areas. The certificate will only be required once a bid is elected to be approved or as additional information upon request from SARS, during the evaluation of the bids received.

### **3.9 ACOUSTIC AND NOISE**

All outside noises shall be reduced to an agreed acceptable level (between 40 and 50 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)*

### **3.10 SECURITY REQUIREMENTS FOR LANDLORD'S COSTING**

General Building:

The offer shall include the bidder's plan for the provision of security to the premises (not the Tenant Fit out area). The supply of specialist security installations and equipment for the leased areas will be the sole responsibility of SARS.

Landlord professional team is to take note of SARS technical specification BO-SEC-1 and BO-SEC-2 before submitting a priced tender response.

In general, the landlord is responsible for design, supply and fitment of all cable trays, PVC drops in dry walling / brick walling and any necessary horizontal and vertical coring. The landlord is also responsible for supplying and installing all sleeve and reticulation routes to external parts of the building such as guard houses, gates, access booms and remote cameras.

A guard house is required by SARS for physical access control to the premises and housing of security staff after hours outside the building. The guard house must have toilet facilities, electrical facilities, suitable HVAC and service sleeves to guard house from building and to areas requiring control for phone lines, control system lines to boom gates, etc.

A boundary wall and access sliding gate with a minimum height of 2.1 meters is required around the property. If no boundary wall exists, SARS's preference in coastal areas is suitable ClearVu fencing as summarised in specification SEC-CV-1 to be fitted. The landlord is to allow for such costs as part of their tendered bid price, or submit an alternative walling and gate system option if the landlord feels this is more in line with aesthetical and architectural integration considerations.

### **3.11 ACCESSIBILITY TO THE BUILDING**

The building shall accommodate disabled people and comply with the relevant Acts, Regulations and municipal by-laws. Disabled parking bays will be a minimum of 3.5 meters wide.

## **4 MAINTENANCE**

### **4.1 Maintenance**

The successful bidder shall be responsible for the maintenance of the exterior of the building/premises and various portions of the interior of the building. This shall include at least but not be limited to the following:

- Building Shell;
- Windows;
- Roofs;
- All aspects of the BMS/BAS system;
- Full HVAC system including future new work, excluding server/patch/security and UPS room A/C;
- Lightning protection;
- Electrical supply: Up to and including wall/power-skirting plugs;
- Generator Testing and Maintenance; excluding replenishment of fuel.
- Fire Protection and Detection; excluding server/patch/security and UPS rooms;
- Plumbing;
- Common area : Maintaining and up-keep, electrical reticulation;
- Grounds and gardens;
- Water features and Storm water;

- Water Security System,
- Harvesting System and Grey Water System including filtration system maintenance and upkeep – if provided;
- Parking;
- Washing the external windows & facades; and
- Lifts and escalators – if applicable.

SARS will be responsible for, subject to the above listed items, the cleaning of the interior of the GLA premises, the security for the internal tenant areas, and for SARS assets.

## **5 STANDARD SPECIFICATIONS**

### **5.1 SANS SPECIFICATIONS**

The accommodation offered shall comply with all the laws or local authority requirements and specifications:

#### **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 10400);**

#### **5.1.3 The Municipal by-laws and any special requirements of the local supply authority;**

#### **5.1.4 The local fire regulations; and**

#### **5.1.5 Compliance Certification and occupation certificate.**

Should the bid be awarded, certificates related to the above must be provided to SARS, upon completion of the fit-out by the landlord.

## **6 COUNCIL / LOCAL AUTHORITY SUBMISSIONS**

The turnkey bidder's professional team shall ensure that the Tenant Installation layout is designed to comply with SARS requirements in conjunction with all local building regulations and by-laws, including rational fire submission and approvals.

The building designs shall comply with provisions of SANS 10400 Part S: Facilities for disabled staff. Further, the building shall comply with SANS 10-400-T: 2011 Edition 3 with width of all Fire Escape passages at 1500mm wide (clear) to support staff with movement disabilities.

The bidder is to cost for full submission and approvals.

## **7 HAND OVER DOCUMENTATION**

Along with all standard handover documentation, the turnkey bidder's professional team shall ensure all layouts for all services are supplied to SARS CRE in hard copy and AutoCAD compatible electronic format on project hand-over for tenant occupation.

### **7.1 Clarity on Post-Award Process:**

The Form of tender does not require the bidder to cost the detailed TI fit-out. Should the bidder be successful, the bidder's professional team will initiate Stage 1 of the Stage 1 to 6 processes. The bidder must cost for the following at this stage:

- Full Leasing Offer (Rental and operating cost).
- Full Parking Offer.

Upon successful award of tender and subsequent detailed QS cost estimates being approved by SARS, SARS will then instruct the bidder to proceed with the fit out inclusive of fit out and construction. The bidder is expected to submit all documentation as requested by SARS and additional documentation as deemed fit by the bidder completed in detail and in full.

NOTE: A compulsory visit to the Alberton Contact Centre (the product the bidder needs to replicate in their building) will be arranged after award of tender.

## Summary of Stages:

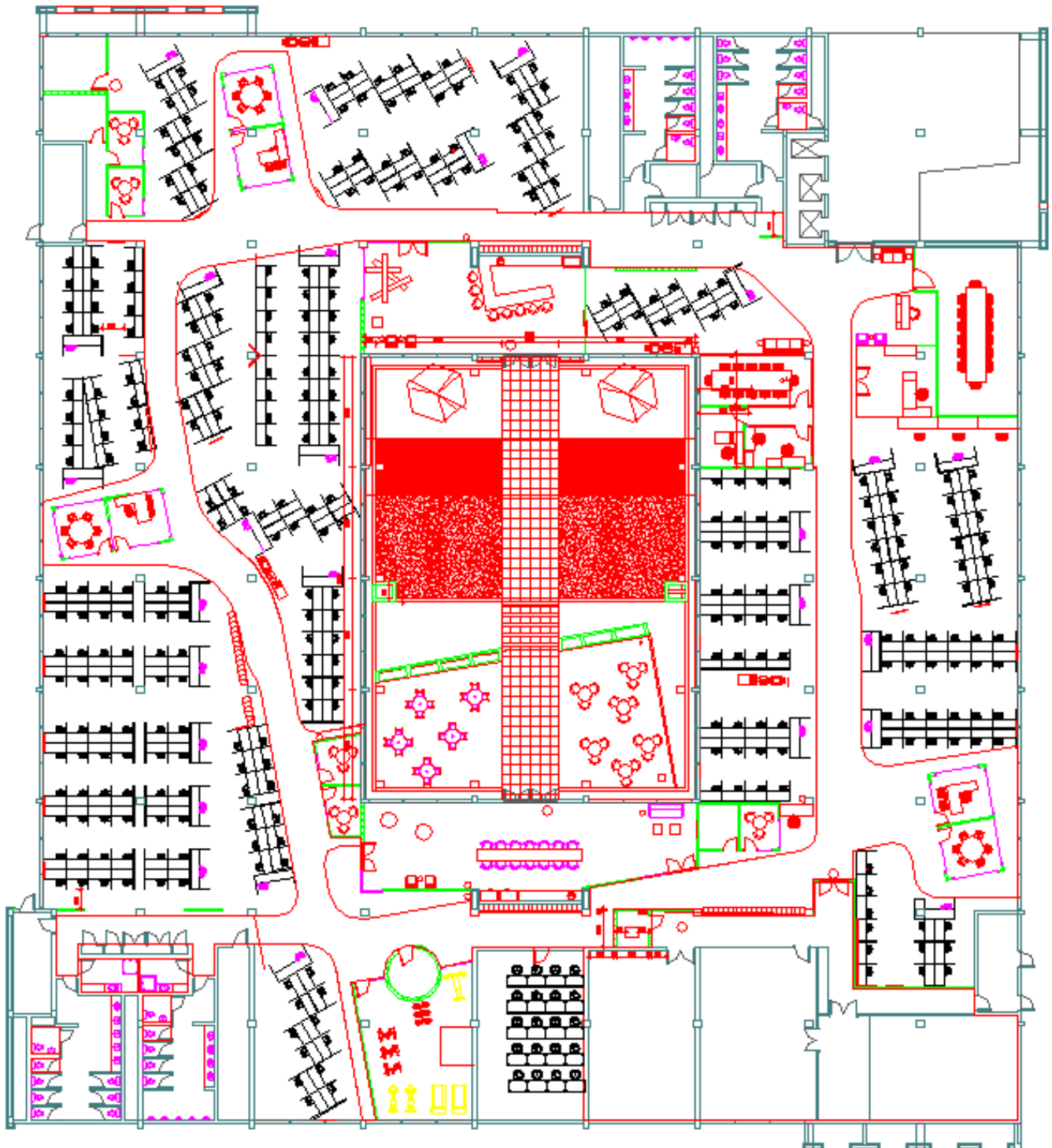
1. STAGE 1 – Inception
2. STAGE 2 – Concept & Viability
3. STAGE 3 – Detailed Design Development
4. STAGE 4 – Contract Documentation and Detailed Costing (for approval as within budget sum)
5. STAGE 5 – Construction and fit out of Contact Centre (Construction)
6. STAGE 6 – Hand over and Close out.

<b>TECHNICAL RETURNABLES – GENERAL INFORMATION REQUIREMENTS TABLE</b>		
<b>Item</b>	<b>Description</b>	<b>Please complete</b>
<i>Building areas – Usable and GLA as per SAPOA;</i>	Indicated on CAD drawings provided & Indicated on printed returnable document – SAPOA table.	<b>(Tick Please)</b>
<i>Ablution Facilities;</i>	Indicated on drawings provided. Drawings must show proposed and current ablution facilities provided in the building / premise. SARS has allowed for usable m2 for bathrooms to be built within the lettable area for SARS usage only.	<b>(Tick Please)</b>
<i>Concept Layout;</i>	Bidder to indicate a conceptual Contact Centre layout on CAD matching the principals of Annexure A layout with Annexure B indicating requirement quantities for this tender. Furniture plan only.	<b>(Tick Please)</b>
<i>Proposed Program</i>	Bidder must submit a proposed Program indicating their timelines required to deliver a Contact Centre to SARS. See Building Availability – Section 1 & Section 10 below – Scoring.	<b>(Tick Please)</b>
<i>Acoustics and noise standards;</i>	Provide dB readings inside building / premise with reference to SARS standards to limit external building noise within the internal usable areas.	<b>dB (State Please)</b>
<i>Water Security;</i>	Indicate detailed methodology and capacities for proposed solution.	<b>(Tick Please)</b>
<i>Optional Adherence to rain water harvesting.</i>	Indicate proposed methodology and capacities.	<b>(State Please)</b>
<i>Optional Adherence to grey water harvesting.</i>	Indicate proposed methodology and capacities.	<b>(State Please)</b>
<i>Security;</i>	Indicate proposed methodology for the provision of security to the building/ premises. (Not internal SARS TI Area).	<b>(Tick Please)</b>
<i>ASIB;</i>	Supply a valid ASIB report if applicable and or all other information regarding Fire Compliance	<b>(Tick Please)</b>
<i>HVAC;</i>	Mechanical Engineer's report of existing building (as-is) HVAC and proposed system deployment to match tender criteria and reduce operational running costs.	<b>(Tick Please)</b>

<i>Engineers Certificate;</i>	Engineer's certificate/report of minimum 270kg/m <sup>2</sup> for carrying capacity of floors is required.	(Tick Please)
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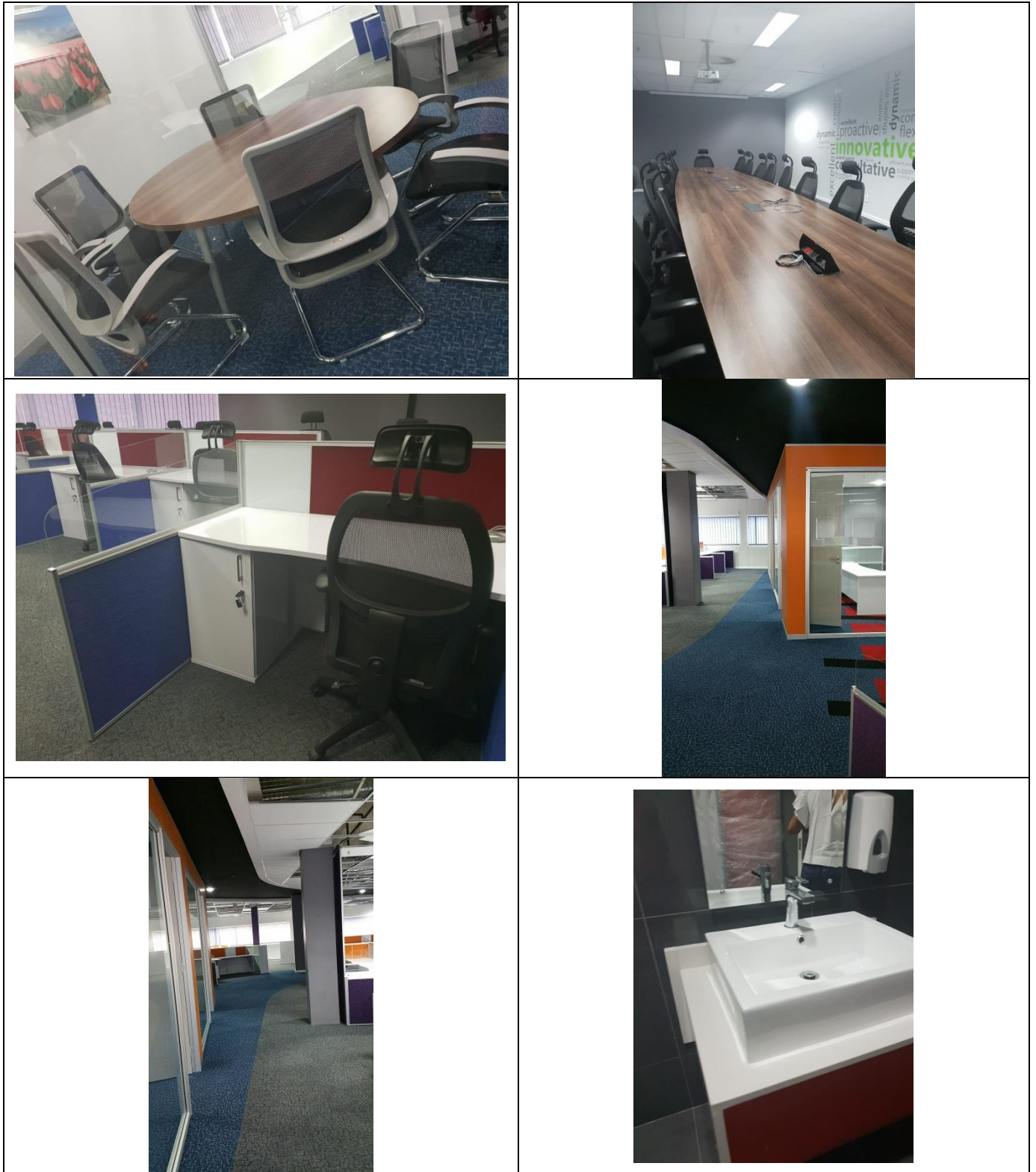
## Approved layout of a SARS Agile Contact Centre

Alberton Contact Centre. This drawing is available as electronic download from the SARS web site. It is a tender objective to for the successful bidder's professional team to replicate this design in post award Stages 1 to 6.



## Annexure A continued

Photographs of Ergonomics of Alberton Contact Centre (for later Stage 1 to 6).





## Area Norms – Proposed Bellville Contact Centre.

## ACCOMMODATION NORMS FOR CONTACT CENTRE

CC BELLVILLE

Date: 24/05/2018  
 Revision: 04  
 Total staff: 299.00

SECTION	POSITION	NO of STAFF	AREA	NORM	10% CIRCULATION ADDED	TOTAL AREA REQUIRED - m <sup>2</sup>
<b>(CC) Management</b>	CC Snr Mngr Office	1	16	1	1.60	17.60
	CC PA	1	9	1	0.90	9.90
	CC Manager Offices	3	11	3	1.10	36.30
	Adjoining MR	3	14	3	1.40	46.20
<b>(CC) Support</b>	HRBP Manager	1	11	1	1.10	12.10
	HRBP Consultant	1	7.5	1	0.75	8.25
<b>(CC) Open Plan</b>	12 Way Cluster + Ops Mng.	286	55	22	11.00	1 452.00
	Bus. Support	4	7.5	4	0.75	33.00
	<b>Sub Total</b>	<b>297</b>				<b>1 582.35</b>
<b>(CC) Room Types</b>	Discussion Rooms		8	5	0.80	44.00
	Nursing Centre		12	1	1.20	13.20
	Reflection Room		10	1	1.00	11.00
	Exercise Area		60	1	6.00	66.00
	Agile Pause Areas		100	2	10.00	220.00
	Locker Areas		10	2.97	1.00	32.67
	Training Room		60	1	6.00	66.00
	CC Main BR		60	1	6.00	66.00
	<b>Sub Total</b>	<b>0</b>				<b>518.87</b>
<b>Physical security</b>	Member	2		7	0.70	15.40
	Store room		9	1	0.10	9.10
		2				<b>24.50</b>
	<b>Sub Total</b>	<b>299</b>				<b>2 125.72</b>
<b>(CC) Building Services</b>	Reception		40.00	1	4.00	44.00
	Cleaners Store room		9	1	0.90	9.90
	Cleaner's changeroom		9	2	0.90	19.80
	Print copy areas		4	4	0.40	17.60
	Server room		16	1	1.60	17.60
	Patch room		9	1	0.90	9.90
	Security Equipment room		9	1	0.90	9.90
	IT Store Room		9	1	0.90	9.90
	UPS Room		25	1	2.50	27.50
	Ablution (plus Shwr & Para)		100	2	10.00	220.00
<b>Part of GLA - not usable</b>	Generator area		25	1	2.50	27.50
	Generator area		25	1	2.50	27.50
<b>Part of Usable or GLA - building specific.</b>	In/External Zen Area		200	1	0.00	200.00
	<b>Sub Total</b>					<b>641.10</b>
					<b>Total</b>	<b>2 766.82</b>

Estimate  
USABLE m<sup>2</sup>

2766.82 m<sup>2</sup>

**Mandatory Parking Requirements – 56 Parking Bays****Preferred Parking Requirements – 116 Parking Bays**

Bellville Contact Centre Parking Requirements					
	Preferred Bays Required			Mandatory Bays Required	
<b>Fixed Parking</b>	Council @ 4bays /100 GLA	Shortfall		As per supplied info Contact Centre Management	
				<b>Public</b>	<b>Staff Secure</b>
<b>Parking</b>	<b>116</b>	<b>0</b>		0	50
<b>Paraplegic Parking</b>				1	1
<b>SARS Fleet Vehicles</b>				4	
<b>Totals</b>	116			<b>56</b>	

**Notes on “covered” parking bays:**

In order for SARS to have a fairer comparison of leasing costs of parking bays, it is a requirement of this tender that all staff secure parking bays are covered (50), and that lease proposals for staff parking bays are costed as “covered”. The balance can be as available on site.

**Disabled Parking:**

Disabled parking bays will be a minimum of 3.5 meters wide.

**Off-site parking:**

SARS acknowledges that older buildings with older town planning scheme rules may not accommodate 4 bays per 100m<sup>2</sup> GLA. This tender allows for some off-site parking to be implemented as a solution to achieve the mandatory 56 total bays required.