

SARS RFP 05/2020

SARS ICT FACILITIES SERVICES

**BUSINESS REQUIREMENTS SPECIFICATION (BRS)
DOCUMENT**

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1. INTRODUCTION

The purpose of this document is to describe the business requirements to provide inspection, maintenance, Break-fix, upgrades and enhancement services of the ICT Facilities Infrastructure in the ICT Facilities at SARS Sites (hereinafter referred to in this document as 'sites') countrywide. To meet these requirements, SARS invites the submission of proposals from suitably qualified Bidders to enter into the Agreement as set out in this RFP. These Services will be delivered by the successful Bidders according to the specifications set out below as well as in accordance with the conditions in the Agreement.

The objective of the resultant Agreement is to ensure the optimum availability of ICT services to SARS business, by maintaining an adequate and stable environment with effective and reliable air-conditioning, standby power, electrical power, fire protection, and a secure, safe, clean and compliant facility.

To achieve this, the appointed Service Provider will ensure that the ICT Facilities Infrastructure is properly and regularly inspected, maintained, serviced, tested and that repairs and equipment upgrades are promptly and effectively carried out in accordance with the Agreement.

2. SERVICE DEFINITIONS

The SARS ICT Facilities department currently uses a combination of internal resources and approved external service providers to provide the Services defined in this document and to deliver the required quality assurance. The purpose of aggregating and consolidating the Services is to eliminate the gaps in responsibilities, provide continuity of Services and provide for single accountability to improve the Service delivery. For clarity, neither internal SARS staff nor staff of the incumbent service providers will be transitioned to the successful Bidder as a result of the award of the RFP.

The scope of the intended Agreement will cover ICT Facilities at 133 sites. The lists of sites, ICT Facilities and quantities of ICT Facilities Infrastructure contained in pricing templates, Region 1, 2 & 3 represent the lists of equipment intended to be included in scope at the Commencement Date, this will be subject to the reconciliation performed during Transition (see paragraph 13)

The ICT Facilities in most cases are controlled by SARS, with the exception of the ports of entry, where the ICT Facilities are jointly controlled by all the government stakeholders operating at that

port or their assignees. Despite this, the point of contact in all cases for the Services at the defined sites will be the SARS ICT Facilities department.

The Bidder's attention is drawn to the provisions regarding non-exclusivity as set out in the Agreement. Certain ICT Facilities Infrastructure at certain sites is excluded (see paragraph 9 below) from the outset of the Term, but may be included during the Term. In addition, during the Term SARS may contract with other service providers to perform certain of the scope of the Services. The Bidder's attention is drawn to the provisions of the Agreement regarding the notice periods involved should SARS elect to engage other service providers or to provide the Services itself.

3. ELEMENTS OF THE REQUIRED SERVICES

These Services must be delivered to the ICT Facilities Infrastructure at all sites listed in this RFP.

3.1. Maintenance

Carrying out of inspection and maintenance activities, in accordance with checklists and schedules as determined by best practice, manufacturer's specifications and by SARS, to proactively ensure the continued and optimal functioning of equipment. (Refer to paragraph 6)

3.2. Break-fix

The repair of in-scope ICT Facilities Infrastructure must be performed in accordance with the Service Levels set out in the ICT Facilities Agreement and in accordance with the classification of the Site.

3.3. ICT Facilities Infrastructure upgrades/replacements

The order, delivery, installation and commissioning of upgrades or replacement of ICT Facilities Infrastructure.

4. REGION DEFINITION

The Services are required to be delivered at sites in all nine provinces within the Republic of South Africa, with the highest concentration of sites being in the Gauteng province. For purposes of convenience, ease of management, as well as to facilitate the involvement of SMME's, the

provinces are grouped into three Regions, with a maximum of four provinces per Region. The Gauteng province, due to the high concentration of SARS sites in the province, is not grouped with other provinces into a Region.

A Bidder must submit pricing for all Services at all sites within a Region, irrespective of whether a Service is required at the start of the Agreement or not. A Bidder is permitted to bid for one or more Regions. A Proposal that contains a partial solution to the Services (e.g. does not cover all sites within a Region, or does not cover all types of ICT Facilities Infrastructure) within a Region will be disqualified.

4.1. Number of SARS Sites per Province and Region

Region	Province	Sites
Region 1	Gauteng	38
Region 2	Western Cape Province	16
	Northern Cape Province	9
	Eastern Cape Province	8
	Free State Province	12
Region 3	North West Province	10
	Kwa-Zulu Natal Province	17
	Mpumalanga Province	13
	Limpopo Province	10
Total		133

5. TYPES OF SITES

All SARS offices, depending on the business functions performed at those offices, range from: -

- Head Office;
- Office Campus;
- Contact Centre;
- Administration Office;
- Revenue Office;
- Customs Office; to
- Port of Entry (International Airports, Harbors, Land Borders).

- SARS Mobile Tax Units (MTU's)
- Cargo and Baggage Scanners
- State Warehouse

6. SITE MAINTENANCE CLASSIFICATION

6.1. Maintenance Type

All SARS Sites is classified as being Essential and will require the same frequency of services/maintenance.

The following equipment will require Quarterly services/maintenance that will consist of 3 x minor services and 1 x major service scheduled over a 12 month period:

- Uninterruptable power supply (UPS)
- Heating, Ventilation & air-conditioning (HVAC)
- Fire systems (detection, suppression & extinguishers)

The following equipment will require Annual services/maintenance 1 x major service scheduled over a 12 month period:

- Generators (Brooklyn, Alberton Campus & MTU's)
- Electrical reticulation (Low tension) all sites
- Electrical reticulation (High tension) Brooklyn only
- Mobile Tax units (MTU's)

Bidders must refer to Appendices C through K for the detailed activities required per type of service.

6.2. Maintenance Window

After Hours/ Business Hours

Depending on the nature of the business conducted at a site, it may not be possible to carry out Maintenance activities during Business Hours (7:00 – 17:00 Weekdays).

Hence certain sites have been classified as After Hours sites which imply that Maintenance activities may only be conducted outside normal office hours at such sites. Bidders should take note of this requirement as it will impact the scheduling and costs of resources to perform Maintenance at such sites.

Sites classified as Business Hours sites do not permit Maintenance outside of Business Hours. Bidders should likewise take note of the impact of such requirements on the scheduling of resources.

Bidders should note that this classification does not affect the times during which Break-fix activities may occur. Break-fix activities are governed by the Service Coverage Period. (See 8.1).

Refer to *pricing template –Region 1, 2 & 3* for the classification of all SARS sites.

7. SITE TRAVEL CLASSIFICATION

Certain Cities/Towns are designated as Regional Main Centre's

The bidder and/or its subcontractor must have footprint in each Province for each region the bidder is bidding for to deliver ICT Facilities Services related to electrical reticulation, generators (Gauteng Only), UPS and HVAC as well as fire system protection.

7.1. Regional Main Centres per Region

Region	Province	City/Town	Office name/centre	Address
Region 1	Gauteng Province	Pretoria	Le Hae La SARS	299 Bronkhorst street
		Johannesburg	Joburg - Rissik Street	4 Rissik Street
Region 2	Northern Cape Province	Upington	Upington	45 Scott Street
		Springbok	Springbok CBD	CBD
	Western Cape Province	Capetown	P166	22 Hans Strijdom Avenue,
		George	George	1 Platinum Drive, Edenpark
	Eastern Cape Province	East London	Waverley Building	3236 Phillip Frame Road, Chiselhurst
		Port Elizabeth	St Mary's Terrace	16 St Mary's Terrace street
Free State Province	Bloemfontein	Central Gov. building	Cnr.Nelson Mandela and Aliwal Streets	
Region 3	North West Province	Klerksdorp	Klerksdorp	39 Leask Street
		Rustenburg	Rustenburg	39 Heystek Street
	KwaZulu-Natal Province	Durban	Trescon House	201 Dr. Pixley Kaseme street
		Richardsbay	Richards Bay - Bayside Mall	4 Metica Moon
	Limpopo Province	Polokwane	Polokwane	40 Landros Mare Street
	Mpumalanga Province	Nelspruit	Nelspruit	37 Citrus Cresent, Erf 3029, Ext 7
		Ermelo	Ermelo CBD	CBD

The classification of a City/Town as a Regional Main Centre may change in response to changing Service Levels or business requirements.

A SARS Site located in the Regional Main Centre, or - if there is no SARS Site in the Regional Main Centre - the City/Town Centre, will be used as the point from which the distances to other SARS Sites, which have such City/Town designated as their Regional Main Centre, will be measured for the purposes of travel charges and will be applied as follow.

Quarterly and Annual Fixed Maintenance

Service Providers will not be allowed to charge separately for travel to SARS Sites over and above 250 km one way away from the Regional Main Centre. The Bidder must take this into account when pricing for the Quarterly and Annual Maintenance Services. There will be specific sites that might deviate from above statements, this will be on an adhoc basis as there will be very few situations where a vendor within a 250 KM radius could not be found to support the services required. Unfortunately it will happen that a vendor will need to get a supplier/sub-contractor from another town/city and that will be dealt with on adhoc basis.

Break Fix

Service Providers will be allowed to charge separately for travel to SARS Sites from zero km one way away from the Regional Main Centre. The Bidder must take this into account when pricing for the Break Fix Services.

Refer to Pricing Template – Region 1, 2 & 3 for further details and instructions in this regard.

8. SITE SERVICE LEVEL CLASSIFICATION

For the purposes of contractual Service Level management, sites are classified according to the Service Level that must be applied to ICT Facilities Infrastructure within that site for Break-fix incidents.

There are two dimensions that govern Service Levels; Service Coverage Period and Service Support Level.

8.1. Service Coverage Period

This describes the hours during which the Service Provider will be expected to provide Break-fix Services. In brief the levels demanded within the categories are:

Coverage	Operating times	
Basic	06:00 to 19:00	Weekdays only, excl public holidays
Standard	06:00 to 21:00	All days including Saturdays & Sundays, excl public holidays

8.2. Service Support Level

The Service Support Level applicable to a site specifies the time within which a Service Provider must respond to and repair incidents related to ICT Facilities Infrastructure at that site. The service support levels are:

Break- Fix Service Level Class	
Gold	Service restoration within 4 hours of ticket being assigned to the Service Provider
Silver	Service restoration within 8 hours of ticket being assigned to the Service Provider
Bronze	Service restoration within 16 hours of ticket being assigned to the Service Provider

(Times above are measured from the time of reporting the incident to the Service Provider)

Note:-During peak “Filing Season” times or other important periods determined by business cycles, SARS may change a site classification in terms of the Service Support Level and/or Service Coverage Period. The Bidder should take note of the conditions and notice periods that SARS is required to give the Service Provider in order to exercise this right.

If a change is required to rectify a Break-fix incident then Service Provider must adhere to SARS Operational Change Management Procedures. Depending on the associated risk and impact of such activities SARS Operational Change Management may force such activities to fall outside the designated Service Coverage Period. If so, then the Service Levels do not apply to the extent that SARS Operational Change Management has delayed the repair time.

Where SARS requests Service Provider to perform Break-fix activities to a higher Service Level or outside the Service Coverage Period times, the repair time will be agreed between the parties and the additional costs, if any, that may apply. If additional costs are charged, they will not be charged in excess of the hourly personnel rates as contained in the Service Provider’s proposal.

9. EXCLUSIONS

SARS has existing maintenance contracts for certain specialized ICT Facilities Infrastructure at certain sites, which will be excluded from this contract for all or part of the Term. An example of such exclusion is air-conditioning at land border posts.

This RFP is only for the Maintenance and repair of the ICT Facilities Infrastructure in the SARS

ICT Facilities, and DOES NOT include facilities and environmental equipment in other parts of SARS buildings and general office areas. These are managed by the SARS National Facilities department, and are excluded from this contract at Effective Date. Nothing precludes such equipment or such buildings / office areas from being included in the scope at a future date during the Term. However where it is necessary, in order for Service Provider to fulfil its obligations under the Agreement, to work with other departments and third party providers, the Service Provider will do so and should take account of such activities in its Proposal price accordingly.

10. CATEGORIES OF ICT FACILITIES INFRASTRUCTURE

ICT Facilities Infrastructure, which is located in the SARS ICT Facilities including Mobile Tax Units, includes, but is not limited to, the following categories:

IT Facilities Infrastructure Category	Description
Heating, Ventilation and air-conditioning (HVAC) Equipment	<p>All required infrastructure for purposes of providing cooling for the ICT infrastructure.</p> <p>Air-conditioning infrastructure ranges from industrial air-conditioning infrastructure such as chiller plants to domestic air-conditioning infrastructure such as wall and ceiling mounted split units.</p> <p>The most commonly used air-conditioner systems are wall or ceiling mounted split units, window units, hide-away units, down-blow units, chillers and chilled water reticulation.</p>
Uninterrupted Power Supply (UPS) equipment	<p>All UPS devices ranging from small rack mounted units to large industrial devices which supply power via a dedicated distribution board</p>

<p>Electrical Power Reticulation</p>	<p>Electrical reticulation consists of both categories: Low tension (LT) and High tension (HT) described below:</p> <p>Low Tension</p> <ul style="list-style-type: none"> • Electrical distribution in the ICT Facilities covers all connections between the distribution board (“DB”) in the ICT Facilities to the Power Distribution Unit (“PDU”) in the cabinets and other power outlets within the room. • Voltage used ranges from 220 - 999 V • Associated infrastructure like cable trays and ducting is also included in the scope. <p>High Tension</p> <ul style="list-style-type: none"> • Refers to all electrical devices starting with HT Transformer into a building and ending with the main electrical distribution board that supplies power to all other DB’s • Voltage used exceeds 1000V
<p>Electrical Generators</p>	<p>Electrical Generators refer to the electrical backup generators serving the ICT Facilities and possibly also SARS office buildings (MTU’s, Brooklyn and Alberton Campus).</p> <p>The scope includes the provision of fuel for Brooklyn and Alberton Campus only.</p> <p>Costing calculated as follows:</p> <p>Current pump price plus a percentage mark up to a maximum of 10% and travel</p>

	cost as per rates quoted on pricing template.
Fire prevention systems and fire protection systems.	<p>Fire protection systems include fire suppression systems (gas or water-based), fire extinguishers and fire detection systems like fire or smoke detectors.</p> <p>All such systems have control units with integrated alarms, which may be integrated into the building management system</p> <p>All related signage as per the applicable SANS codes are included in the scope</p>
General Physical Infrastructure.	This category includes all infrastructure related to the ICT Facility itself, including (raised flooring, wall brackets, cable and cooling ducting etc.).

10.1. Updates and Amendments

SARS reserves the right to change, add, or remove items of equipment or sites from the list, as dictated by growth or changes to the infrastructure. The pricing templates contain rates for each category of equipment and all combinations of Service Level, Service Coverage Periods etc. and hence allow the Bidder to price for such flexibility.

10.2. Architecture

High Level Technical Architecture

- Each site has at least one ICT Facilities room, size and complexity being dependent on the equipment located at that site
- Within any office, there are usually one or more Network Patch Rooms or wall cabinets for the Network connections (switches), which control the connection between the users and the Server Room.

10.3. ICT Facilities Infrastructure deployed

The ICT Facilities Infrastructure deployed is described below. The Bidder is directed to consult the specific site list in Pricing template – Region 1, 2 & 3 for the details of equipment actually present in the sites within the Region for which the Bidder is submitting a proposal.

11. New Equipment/ Replacement

New equipment will only be procured when current unit is Uneconomical to repair. Vendor to supply letter to confirm unable to repair. Like for like replacements.

Where the cost to repair an item of IT Facilities Infrastructure exceeds 60% of the equipment replacement price, an “Uneconomical to Repair” (UTR) report should be submitted by the Service Provider to SARS, along with a quotation to replace the faulty equipment or unit with a new or equivalent unit. No payment, including for travel charges, will be made in connection with unsuccessful Break-fix activities due to negligence and poor workmanship, SARS will assess case by case

12. SERVICE REQUIREMENTS

12.1. Maintenance

The principal and prime requirement of Maintenance is to ensure optimum reliability of the ICT Facilities Infrastructure and to minimize outages and impact to business.

If, during a Maintenance session, it is found that repairs are needed to the ICT Facilities Infrastructure, it must be reported to SARS and, if authorized by SARS, must be repaired and may be charged for at the Break-fix rate.

Routine Maintenance must be carried out according to the manufacturer's specifications or, if different to that of the manufacturer, specifications agreed with SARS.

A documented plan and schedule of Maintenance activities must be agreed, and confirmed by the submission of signed Service reports as and when the work at each site has been completed.

Invoices submitted for Maintenance work must be accompanied by signed Service reports before payment will be effected.

12.2. The following Appendices contain the minimum activities required for maintenance

Minimum Maintenance Requirements (HVAC) – See Appendix B

Minimum Maintenance Requirements (UPS) – See Appendix C

Minimum Maintenance Requirements (Electrical Reticulation) – See Appendix D

Minimum Maintenance Requirements (Generators) – See Appendix E

Minimum Maintenance Requirements (Fire Prevention and Control) – See Appendix F

Minimum Maintenance Requirements (Access Control) – See Appendix G

Minimum Maintenance Requirements (Environmental Monitoring) – See Appendix H

Minimum Maintenance Requirements (Housekeeping) – See Appendix I

Minimum Maintenance Requirements (MTU) – See Appendix J

The Bidder must prepare pricing for scheduled maintenance based on the checklist of activities in Appendices C to K.

12.3. Break-fix

Break-fix activities are the activities required in order to restore ICT Facilities Infrastructure to reliable and functional operation. Break-fix activities apply to ICT Facilities Infrastructure that is not functioning according to specification as well as functioning but has some condition that may prevent it from functioning in the near future.

When a call is logged with the Service Provider relating to an ICT Facilities Infrastructure incident the Service Provider must dispatch a technician to inspect, diagnose and repair the equipment or components thereof as required to restore the ICT Facilities Infrastructure to its working specifications.

Any Break-fix activity necessitating a change to the ICT Facilities Infrastructure must be done in accordance with SARS Operational Change Management Procedures. No work may proceed until such authorisation has been given to the Service Provider by the SARS ICT Facilities department. The SARS ICT Facilities department may, at the time of logging the incident with the Service Provider, give immediate authorisation to proceed with Break-fix activities as soon as the problem has been diagnosed.

All calls, service activities, requests etc. must be performed with an authorising SARS call reference number, which must be quoted for all aspects of call tracking, invoicing, payment etc. The Service Provider may additionally provide a reference number, at their discretion, which will be linked to the SARS call reference number.

The Service Levels of Time to Respond (Respond) and Time to Repair (TTR) according to the Service Support Level and Service Coverage Period for a site will be used to measure Service performance as defined in Schedule C of the Agreement. In high impact situations, SARS will escalate the call to the highest priority and notify the Service Provider who must attend to the incident without delay.

Where the cost to repair an item of ICT Facilities Infrastructure exceeds 60% of the equipment's replacement price, an "Uneconomical to Repair" (UTR) report should be

submitted by the Service Provider to SARS, along with a quotation to replace the faulty equipment or unit with a new or equivalent unit.

No payment, including for travel charges, will be made in connection with unsuccessful Break-fix activities

Repeated Incidents must be investigated by the Service Provider to identify the underlying cause (Problem identification/Root cause analysis). In the case of an intermittent problem, or where a definite cause cannot be found, the Service Provider must inform SARS accordingly, and present a plan of action on how the problem will be addressed. Problems identified to be caused by the Service Provider will result in no payment for the associated Break-fix activities performed by the Service Provider. Once an Incident with the same root cause occurs for the 3rd time, it will automatically result in a Service Level violation.

Replacement parts must be new, unless agreed otherwise by SARS. Genuine parts sourced from approved suppliers must be used, unless agreed otherwise with SARS.

In the event of new equipment being installed in SARS Server rooms by third party suppliers, the warranty agreement for the new equipment may be ceded to the Service Provider. In such cases, the Service Provider will ensure that the necessary required scheduled preventative maintenance is done, will attend to any faults or problems, and will manage any warranty claims against the original equipment supplier.

Costs relating to parts for Break - Fix calls for IT Facilities Infrastructure under warranty would be recovered from the original supplier as a warranty claim unless shown to be caused by SARS.

12.4. General responsibilities

The Service Provider will be responsible for maintaining the ICT Facilities Infrastructure in a good functional working condition to provide optimal availability of ICT services through a clean, safe and stable environment. This will be achieved through, quarterly maintenance, and quality service and repair calls.

In all cases the technicians performing the servicing must be trained, qualified, certified, In

all cases, the technicians performing the servicing must be trained, qualified, certified, and fully conversant with what needs to be done.

Any faults or problems found must be reported to SARS and attended to as expediently as possible.

Should SARS wish to include additional types of IT Facilities Infrastructure in the scope of the contract, Service Levels and costs that would apply to new categories of IT Facilities Infrastructure would be negotiated and agreed at the time between SARS and the Service Provider.

The Service Provider must provide telephonic support, at no charge, to SARS if and when required, for assistance with the resolution of incidents, problems, faults, crisis situations, general queries, advice on design and equipment choice etc.

12.5. Management and Reporting

Call Management

- A single point of contact must be provided by the Service Provider for call logging, reporting, escalation, call tracking, and other related communication between SARS and the Service Provider. The contact point must be available to take calls 24x7.
- All calls must be referenced to the SARS Incident number and tracked to completion, with prompt feedback and reports provided to SARS.
- A Service report must list the main items being inspected, maintained or repaired and signed by the technician as having been completed. The Service report must be countersigned by the onsite SARS contact person and submitted with the monthly report and together with the invoice for charges connected with the service provided.

Problem Determination and Incident Management

- From time to time and on request by SARS, Service Provider will supply support resources for problem determination.
- The Service Provider will ensure that the correct resources are applied to resolving

incidents and problems.

- Incident tracking and follow through must be provided to ensure that incidents are completely and satisfactorily resolved, and to keep SARS informed of the call status.
- The Service Provider must keep a call log and evaluate incident records to identify and analyse unreliable equipment, repeat calls, or any out of line situations. This should be reported to SARS at review meetings, or immediately for urgent exceptions

Records

- The Service Provider must keep records in their own system regarding the performance of all activities, including: -
 - Callout for repairs etc.
 - call priority level; arrival time at site; completion time; permanent or temporary correction;
Description of action taken, parts replaced
 - A Service report signed off by the SARS Site contact
 - Inspection and maintenance activities
- Inspection / maintenance schedule
- actual maintenance activities done and how it accords with the schedule agreed with SARS.
 - a Service report reflecting the agreed checklist signed off by the SARS site contact
 - In addition to the above the Service Provider must keep the SARS Incident Management system (Remedy) up to date as required by SARS procedures.
 - for delivery of goods to a SARS site by the Service Provider a proof of delivery form must be completed and signed by the SARS onsite contact person.
All invoices submitted to SARS must be accompanied by the completed and signed off Service report(s) or proof of delivery form(s).
- Quotes should be delivered to SARS within 2 business days of being requested by SARS.
- Invoices for all work completed during a calendar month must be delivered to SARS within 5 business days after the end of the month.

Monthly Reports

- Monthly reports must be provided on all call and Maintenance activities.
- The Bidder must provide examples of the monthly report that it would provide. The details, which may include the proposed monthly report content as well as other requirements, will be finalized during transition.

Review Meetings

- Review meetings between SARS ICT Facilities department and the Service Provider will be held at agreed intervals to discuss activities and performance, and to plan the on-going Maintenance operations.
- Special meetings may at times be called to discuss urgent matters, crisis situations emergencies etc.

Oath of Secrecy Declaration

- All Service Provider personnel and sub-contractor personnel who will be working at SARS sites or otherwise access SARS Confidential Information, systems or network will be required to sign a SARS Oath of Secrecy declaration. (*SARS Oath of Secrecy*)

12.6. Quality of Work

The Service Provider will be fully responsible to maintain the ICT Facilities Infrastructure at a level of reliability and performance as to ensure optimum availability to SARS.

12.7. Performance Management

The satisfactory performance of the Agreement is of high importance to SARS, as the reliable operation and availability of the ICT Facilities Infrastructure is a key component to the availability of SARS's ICT services. The Bidder's attention is drawn to Schedule C of the Agreement for the provisions governing the management Service Levels and the consequences of not meeting Service Levels.

13. TRANSITION PHASES

13.1. Pre-Transition (After Award until contract signature (Effective Date))

After the award of the RFP the contract will be finalized and signed and it is anticipated that this period should last no longer than 2 months

During this period the appointed Service Provider will be engaged in the performance of Maintenance and Break-fix activities at the personnel rates set out in the Service Provider's proposal. The Bidder must note that the price for travel includes the technician's time during travel. Travel costs will be paid at rate as per pricing template.

13.2. Transition: After the Effective Date until Commencement Date

The Service Provider will commence transitioning the Services to the model in the contract. The transition will include the following activities:

- SARS induction
- Process development
- Training on the SARS incident management system (Remedy)
- Handover visits (Site Visits)
- Identify immediate stabilization initiatives
- Contract education for both SARS and the Service Provider
- Verify and confirm equipment inventory lists during handover site visits.

Remedy training will be provided to the Service Provider staff at SARS Head Office in Pretoria. The Service Provider must make arrangements to attend the training at its own costs. The cost of the actual training will be provided free of charge by SARS.

During Transition the Service Provider will, at SARS's request, perform Maintenance and Break-fix activities on a Time and Material basis at the rates provided by the Service Provider's on the Pricing Response Template 1 – Region x.

The Transition Phase ends on the Commencement Date which is the earlier of:

- The date on which the Transition Deliverables have been signed off;
- A date set by mutual consent; or
- 3 months from date of appointment

13.3. Final mode of operation: After the Commencement Date

The Service Provider will commence delivering Services in the final mode of operation as contemplated in the contract. From the Commencement Date onwards

- Final Mode pricing applies;
- Service Levels apply; and
- All other contractual obligations are due.

14. RFP Requirements.

Note that the material required to be submitted with the Bidder's Proposal are to be included in addition to any documents requested elsewhere in the RFP pack and must be included in accordance with the instructions in the main doc name.

Bidder Experience

A Bidder must have previous experience and a verifiable track record of supplying the Services (in IT related Facilities) to customers similar in complexity to the SARS requirement.

Subcontractors

The successful Bidder must make use of qualified subcontractors to perform the various

specialized work activities but will remain responsible for the delivery of services to SARS as the contracted Service Provider. All communication regarding the delivery of the Services will be between SARS and the Service Provider. SARS will not make communications on behalf of the Service Provider to its subcontractors.

The subcontractors must be adequately qualified and experienced to handle the required work, and have sufficient resources to meet the SLA requirements at an acceptable level of quality.

- A “CV” must be submitted for proposed subcontractors outlining their experience, structure, resources and geographical coverage.
- Subcontractor’s details must be included.

15. APPENDIX A: SUPPORT AND PRICING MODEL

Scope	Maintenance	Break-fix	Upgrades/Replacements	New Equipment
Pre-Transition - From RFP award to Contract signature				
All ICT Facilities Infrastructure	<ul style="list-style-type: none"> • Time and Material basis • On request by SARS • Driven by checklist • Consumables charged at fixed % mark-up. • Travel charge as per pricing template 	<ul style="list-style-type: none"> • Time and Material basis • On SARS logging an incident • Parts charged at fixed % mark- up. • Travel charge as per pricing template 	<ul style="list-style-type: none"> • On SARS requesting a quotation • Parts provided on Pass Through Expense Basis • Delivery/ Installation / commissioning charged on Time and Material basis • Travel charge as per pricing template 	<ul style="list-style-type: none"> • On SARS requesting a quotation • Parts provided on Pass Through Expense Basis • Travel charge as per pricing template

Transition - From Contract signature to Commencement Date

<p>All ICT Facilities Infrastructure</p>	<ul style="list-style-type: none"> • Time and Material basis • On request by SARS • Driven by checklist • Consumables charged at fixed % mark-up. • Travel charge as per pricing template 	<ul style="list-style-type: none"> • On SARS logging an incident • Fixed incident rate charged per incident. • Parts charged at fixed % mark- up. • Travel charge as per pricing template 	<ul style="list-style-type: none"> • On SARS requesting a quotation • Parts provided on Pass Through Expense Basis • Delivery / Installation / commissioning charged on Time and Material basis • Travel charge as per pricing template 	<ul style="list-style-type: none"> • On SARS requesting a quotation • Parts provided on Pass Through Expense Basis • Travel charge as per pricing template
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Final mode of operation - From Commencement Date onwards

<p>All ICT Facilities Infrastructure</p>	<ul style="list-style-type: none"> • Monthly fee basis • Driven by schedule and checklist • Consumables charged at fixed % mark-up. • Travel charge as per pricing template 	<ul style="list-style-type: none"> • Monthly fee basis • Break-fix when SARS logging an incident. • Must meet Service Levels • Travel charge as per pricing template • Parts charged at fixed % mark- up. 	<ul style="list-style-type: none"> • On SARS requesting a quotation • Parts provided on Pass Through Expense Basis • Delivery / Installation / commissioning charged on Time and Material basis • Travel charge as per pricing template 	<ul style="list-style-type: none"> • On SARS requesting a quotation • Parts provided on Pass Through Expense Basis • Travel charge as per pricing template
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16. APPENDIX B: MINIMUM MAINTENANCE REQUIREMENTS (HVAC)

The following Quarterly Maintenance activities are minimum requirements for air-conditioning equipment, and neither preclude nor limit any manufacturers' or other recommended maintenance requirements.

Normal routine maintenance activities should all be done, and must at least include the activities outlined in the following paragraphs of this section.

Quarterly (Minor) Maintenance Service x 3(Minimum Requirements): -

- Clean evaporative coil, filters and unit.
- Clean condenser and condenser coil.
- Visual inspection for leaks, cracks, damage, or any other mechanical or structural problems. Include all units & pipe-work.
- Check & correct gas pressures, and verify proper operation of the system.
- Check and ensure that set point temperature is set between 20.5°C and 22.5°C, all depending on the amount of equipment and heat load in the room.
- SARS representative to sign the completed service report.

Quarterly (Major) Maintenance Service (Minimum requirements): -

- Clean evaporative coil, filters and unit.
- Clean condenser and condenser coil.
- Visual inspection for leaks, cracks, damage, or any other mechanical or structural problems. Include all units & pipe-work.
- Check & correct gas pressures, and verify proper operation of the system.
- Check and ensure that set point temperature is set between 20.5°C and 22.5°C, all depending on the amount of equipment and heat load in the room.
- Detailed inspection for leaks, cracks, damage, or any other mechanical or structural problems. Include all units & pipe-work.
- Detailed inspection of the Electrical system for any problems, damage or safety risks. Ensure proper operation & integrity.
- Check the condensate drainage system, clean, and verify proper operation. Check no blockages or air-locks in drain pipes, and ensure no sagging or kinks. Purge drain pipes with compressed air to

remove any build-up of deposits.

- Check External coils for damage, soiling or corrosion, and acid wash if necessary.
- Ensure that each air-conditioner have a controller available and replace batteries where necessary.
- SARS representative to sign the completed service report.

17. APPENDIX C: MINIMUM MAINTENANCE REQUIREMENTS (UPS)

The following quarterly service and Maintenance activities are minimum requirements for UPS equipment, and neither preclude nor limit any manufacturers' or other recommended maintenance requirements.

Maintenance activities should all be done, and must at least include the activities outlined in the following paragraphs of this section.

Normal routine maintenance activities should all be done, and must at least include the activities outlined in the following paragraphs of this section.

Quarterly (Minor) Maintenance Service x 3(Minimum Requirements): -

- Ensure that the UPS/battery environment is clean and free of loose objects
- Check that the UPS reads "Normal Operation" or similar (not in bypass mode), inverter is on and no alarms are indicated
- Check that the ventilation fans are operational
- Display the log the for any systems message
- Volt readings single or three phase ups systems.
- At completion of work, ensure that all safety covers etc. are in place, and provide a report on measurements and findings, along with a quotation for the actions needed to fix any problems
- Any safety issues should be attended to immediately, as should any minor repairs or adjustments that may be needed. Should this incur Time and Material charges, prior authorization must be obtained from the SARS IT Facilities Team before proceeding.
- Submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- SARS representative to sign the completed service report.

Quarterly (Major) Maintenance Service (Minimum requirements): -

FULL MAINTENANCE SERVICE

- UPS needs to be taken to maintenance/bypass mode and a proper service needs to be conducted.
- Where complete shutdown is needed, arrangements must be made with ITF and conducted after hours.
- Ensure that the UPS batteries terminals are clean and needs to be tightened, to prevent loose connection. Battery report needs to be provided like battery voltage etc.
- Status of the CAPS, report to be provided...
- Status of the ventilation fans.
- Display the log for any systems message
- Blow out/clean the ups.
- Volt readings single or three phases ups systems
- At completion of work, ensure that all safety covers etc. are in place, and provide a report on measurements and findings, along with a quotation for the actions needed to fix any problems.
- Any safety issues should be attended to immediately, as should any minor repairs or adjustments that may be needed. Should this incur Time and Material charges, prior authorization must be obtained from the SARS IT Facilities Team before proceeding.
- Submit a report on the service outcome, with recommendations and quote for any repairs, replacements or work that needs to be done.
- Ensure UPS is in normal mode and do a load test to ensure operation.
- SARS representative to sign the completed service report.

18. APPENDIX D: MINIMUM MAINTENANCE REQUIREMENTS (ELECTRICAL RETICULATION)

The IT Facility electrical reticulation must be checked and serviced annually to ensure reliable and safe operation, and compliance with electrical codes.

The following annual maintenance activities are minimum requirements for IT Facilities electrical installation. (Electrical reticulation, DB's, lighting, plugs sockets, grounding etc.)

These requirements neither preclude nor limit normal electrical safety and integrity inspections, or

other recommended maintenance activities.

Normal routine maintenance activities should all be done, and must at least include the activities outlined in the following paragraphs of this section.

2 Annual Maintenance Service – Low Tension Reticulation

Normal electrical maintenance activities should be performed, and must include at least the following:

- DB's must be cleaned and inspected for any wiring problems, burned wires, hot connections, safety hazards, and earth integrity.
- All circuit breaker, bus-bar, neutral and earth connections must be checked and screws tightened where loose.
- Burned or hot circuits must be checked for overload or bad connections, and any damaged components replaced.
- The power load on the board should be checked, and any overload condition reported to SARS IT Facilities Team
- Where relevant the earth leakage unit must be tested for correct function.
- Lights, plugs, switches and wiring must be checked for proper operation and safety.
- Any safety issues should be attended to immediately, along with any minor repairs or adjustments that may be needed. Should this incur Time and Material charges, prior authorization must be obtained from the SARS IT Facilities Team before proceeding. Where it is required to switch off the supply to the DB to affect repairs, arrangements must be made with IT Facilities.
- Infrared Scanning of all DB boards.

Annual Maintenance Service – High Tension Reticulation

Electrical maintenance activities should be performed, and must include at least the following: -

- This task must be performed with prior arrangements by IT Facilities:
 - Switch on Generators
 - Switch off Main supply
 - Rack out main switch gear and perform the maintenance as stipulated by regulations
 - Measure and confirm oil levels in Transformer (Top-up to be done on quotation basis)

- Clean switch room, transformer and physical environment
- Report all possible issues for action
- Supply test report

SARS representative must sign the completed Service report in each case.

19. APPENDIX E: MINIMUM MAINTENANCE REQUIREMENTS (GENERATOR)

The Generator and alternator must be checked and serviced annually to ensure reliable and safe operation. The following annual Service and Maintenance activities are minimum requirements for a generator.) These requirements neither preclude nor limit normal electrical safety and integrity inspections, or other recommended maintenance activities. Maintenance activities should all be done, and must at least include the activities outlined in the following paragraphs of this section.

Annual Maintenance

Before start-up: On-load test

- Put generator on OFF position
- Commence with service:
 - Drain oil
 - Remove oil filters
 - Remove air filters
 - Remove fuel filters
 - Replace oil
 - Replace oil filters
 - Replace/clean Air filters
 - Replace fuel filters
 - Check for leaks
 - Drain and flush radiator and engine and replace all fluids
 - Replace/check charging alternator belts
 - Check engine mountings

- Check alternator mountings
- Check electrolyte levels in starter batteries (If possible)
- Clean, tighten and re-grease battery terminal
- Re-Check all fluid levels in generator – Oil and Water and top-up if needed
- Put generator in “On” position

During start-up: No- load test run

- Observe ease of starting–machine does not struggle to start–can indicate started bearing or battery faulty

After start-up: On-load test

- Check and record changeover time
- Check for water leaks
- Check for oil leaks
- Check battery charging voltage
- Check for vibrations on alternator – vibration could indicate faulty bearings
- Check output voltage
- Check output frequency
- Record hours run
- Record fuel level
- Supply test report for remedial action

SARS representative must sign the completed Service report in each case.

20. APPENDIX F: MINIMUM MAINTENANCE REQUIREMENTS (FIRE PREVENTION AND CONTROL)

The following annual service and maintenance activities are minimum requirements for Fire and Safety equipment, and neither preclude nor limit any manufacturers' or other recommended maintenance requirements.

Requirements will differ from office to office, depending on what equipment is installed. This section addresses the principles rather than the letter of what is required.

Any maintenance work, tests or certification required for compliance to fire department or legislative regulations must be included as part of the maintenance program.

The replacement of backup batteries must be included in the six monthly maintenance service at least every second year to reduce the risk of failure (Bi-Annually)

Quarterly Maintenance Service: (Major)-

- Full systems test every three months.
- Normal routine maintenance activities must all be done, and the systems, controllers etc. tested for proper operation (except for the actual release of gas).
- Gas cylinders, valves, piping, nozzles etc. must be inspected and confirmed to be in good functional condition.
- Smoke detectors, water sensors etc. must be cleaned and tested for correct operation, and system outputs such as alarms, escape door release operation, warning signals, alarms etc. must be tested and validated for proper operation.
- A comprehensive check and maintenance must be done every 3 months, followed by the necessary actions to achieve certification, meet code regulations, or repair any problems.
- Likewise, Rescue and Safety equipment, BA sets, etc. Must be serviced and confirmed to be in good functional condition.
- Testing and certification of pressure cylinders must be done according to regulations.
- All necessary certificates must be provided to SARS IT Facilities, and "service stickers" affixed to

the relevant equipment.

- An onsite log must be placed adjacent to or inside each fire system control box to confirm maintenance activities, and to track work done.
- SARS representative must sign the completed Service report in each case.

21. APPENDIX G: MINIMUM MAINTENANCE REQUIREMENTS (Access Control)

No Maintenance is required. If unit is not operational, repairs will be affected under a break-fix condition

22. APPENDIX H: MINIMUM MAINTENANCE REQUIREMENTS (Environmental Monitoring)

No Maintenance is required. If unit is not operational, repairs will be affected under a break-fix condition

23. APPENDIX I: MINIMUM MAINTENANCE REQUIREMENTS (ICT FACILITY HOUSEKEEPING)

The purpose of this requirement is to ensure that ICT Facilities remain in a good, clean, safe and functional condition and that any problems or breakages to structure, fittings etc. get attended to and repaired.

- Faulty light bulbs or fluorescent tubes should be replaced as needed and light fittings confirmed as operational.
- Rooms should be clean, and floors swept clean and washed where necessary. Note that the Service Provider is required to co-ordinate the cleaning activity with the building cleaning service where possible.
- A check of room fittings for loose or missing covers, faulty doors, broken locks, damage to floor or ceiling, etc., must be done, and attended to where possible. Any problems requiring subsequent repairs must be reported to IT Facilities Team for follow up.
- A safety check must be done, and any problems attended to or reported.
- SARS representative must sign the completed Service report in each case.

24. APPENDIX J: MINIMUM MAINTENANCE REQUIREMENTS (MTU- Mobile Tax Units)

The following Annual Maintenance activities are minimum requirements for MTU equipment and neither preclude nor limit any manufacturers' or other recommended maintenance requirements.

Normal routine maintenance activities should all be done, and must at least include the activities outlined

in the following paragraphs of this section.

Annual Maintenance Service (Minimum requirements): -

- Generator
 - Drain oil
 - Remove oil filters
 - Remove air filters
 - Remove fuel filters
 - Replace oil
 - Replace oil filters
 - Replace/clean Air filters
 - Replace fuel filters
 - Check for leaks
 - Check charging alternator
 - Check engine mountings
 - Check alternator mountings
 - Check electrolyte levels in starter batteries (Replace battery if necessary)
 - Clean, tighten and re-grease battery terminal
 - Re-Check oil levels in generator (top-up if needed)
 - Test run Generator
 - Check generator rack sliding wheels (replace if necessary)
- Power Connections and Fittings
 - Check extension reel functionality