



RFP 01/2021

**SPECIFICATIONS FOR APPOINTMENT OF
SERVICE PROVIDER(S) FOR THE
PROVISION OF CLEANING CONSUMABLES,
CHEMICALS AND INDUSTRIAL EQUIPMENT
TO SARS OFFICES NATIONWIDE**

1. INTRODUCTION

The SARS Strategic Plan 2020 - 2024 presents an inspirational vision to build “a smart modern SARS, with unquestionable integrity and a trusted and admired organization”. It sets out a clear Strategic Intent “to follow the internationally recognized approach of Voluntary Compliance”, and further translates this intent into 9 clear strategic objectives.

The SARS Strategic Objectives are:

1. Provide Clarity and Certainty for taxpayers and traders of their obligations.
2. Make it easy for taxpayers and traders to comply with their obligations.
3. Detect taxpayers and traders who do not comply, and make non-compliance hard and costly.
4. Develop a high performing, diverse, agile, engaged and evolved workforce.
5. Increase and expand the use of data within a comprehensive knowledge management framework to ensure integrity, derive insight and improve outcomes.
6. Modernize our systems to provide digital and streamlined online services.
7. Demonstrate effective resource stewardship to ensure efficiency and effectiveness in delivering quality outcomes and performance excellence.
8. Work with and through stakeholders to improve the tax ecosystem.
9. Build public trust and confidence in the tax administration system.

The Physical Facilities division’s mandate underpins the provision of functional infrastructure to support SARS’ operational requirements. Key to the mandate is the upkeep of all properties in the SARS portfolio.

SARS has “insourced” cleaning services and appointed cleaning staff previously employed by bidders appointed for cleaning services at SARS. Cleaning equipment, consumables, chemicals and training will be required to render comprehensive cleaning services.

SARS invites proposals from prospective Service Provider(s) with the requisite experience, skills and competencies to be appointed for a period of **12 months to**

18 months with an option to extend the service for a period to 36 (thirty six) months for the provisioning of, but not limited to:

- Cleaning consumables
- Cleaning equipment
- Equipment take-on training
- SARS ongoing equipment maintenance training
- Supply equipment maintenance for a period of 1 year.
- Provide specialised cleaning services (High access, Hazardous material cleaning, sewer spills etc., disaster management cleaning) at Regional locations to be indicated by the Bidder in the returnable schedule.
- Including above will be publishing training manuals both hard copy and soft copies,
- Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals
- Participate in yearly SARS Cleaning collaboration sessions to enhance the SARS service offering and inform SARS on the latest materials, methodologies and market trends.

The list of consumables and equipment are not comprehensive and additional types, products and equipment might be added from time to time.

2. SCOPE OF WORK

The successful bidder(s) shall provide SARS with products, including but not limited to:

- Cleaning solutions, including all cleaning consumables, equipment, chemicals and products, paper products, plastic products, tools, dispensers and other related industrial cleaning equipment.
- The successful supplier(s) must provide a description of the manufacturer's intended method for dispensing and storing cleaning consumables and products.
- The successful bidder(s) will need to provide procedures, methods, techniques and systems for all materials supplied in the scope.
- Physical demonstrations will be required at SARS Regional locations to provide practical training on the equipment and consumables provided.

- The successful bidder(s) will need to provide technical support, training and repair services for their equipment.
- The successful bidder(s) will need to provide a full training program inter alia: cleaning methods, materials, materials for type usage, methods of calculation, dilution practices, type equipment, practical training, servicing equipment and repair services for their equipment. Training will be required at Regional Centres or Regional Virtual Training as agreed to be SARS.
- The bidders will provide recommendations for solving cleaning problems, and make recommendations for reducing costs and maximizing the utilization of labour.
- The successful bidder(s) must provide a description of the equipment required for the cleaning systems recommended.
- Bidders should consider the environment (Eco Preferred or Bio Based) materials and update SARS on new developments
- SARS may consider alternate products that would be more cost-effective for usage.
- Any alternate must meet or exceed the specifications of the approved products.
- Compulsory provision of equipment take-on training.
- Compulsory provision SARS ongoing equipment maintenance training.
- Compulsory provision of ongoing supplier equipment maintenance and support for a period of 12 to 18 months.
- Provide specialised training on specialised cleaning services (High access, Hazardous material cleaning, sewer spills etc., disaster management cleaning)
- Publish a training manuals both hard copy and soft copies,
- Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals.
- Participate in yearly SARS Cleaning collaboration sessions to enhance the SARS service offering and inform SARS on the latest materials, methodologies and market trends.

The service provider(s) will be required to indicate which regions they are bidding for and will be required to provide the goods and training to all sites listed in that Region.

The catalogue items may be expanded from time to time through, but not limited to the catalogue items included in this bid.

Items must be priced individually or as per industry packaging sizes noted. Consumables and equipment can be added and omitted from time to time and as and when required. A governed procurement process will be followed to add additional items to the catalogue and will be communicated to all appointed service providers when required.

Bidders must note that there is no historical data available as a guide to the estimated quantities required per site.

It will further be required from bidders to compile a Cleaning Catalogue and Manual within 2 months from the appointment. The catalogue and manual will be published on the SARS Intranet and a min. of 153 hardcopy Lever Arch with removable pages printed is required as well.

3. SUPPLY OF PRODUCTS

THE SUPPLY OF GOODS MUST AT A MINIMUM PROVIDE FOR THE FOLLOWING:

- Model number
- Applicable Product Brochures
- Warranties
- User manuals
- Cleaning materials statement of the product specifications including but not limited to:
 - a. Material Safety Data Sheets (MSDS)
 - b. Dilution Ratio
 - c. Manufacturer
- Specification Sheet

SARS shall have the right to accept alternatives in any order or combination.

All substitutions must be clearly identified as such within submission documents.

Supplier(s) may be required to provide samples of the proposed product(s) upon request from SARS.

All materials supplied shall be of quality and sub-standards goods will be returned at supplier cost.

Items which were previously used, demonstrator items, obsolete, second hand or which have been discontinued will not be accepted by SARS.

All Suppliers must provide documentation to certify they are authorized dealers of the products submitted.

The Service Provider(s) shall provide cleaning consumables and equipment at locations as listed in the pricing schedule in this document. The locations will change from time to time and any financial implication resulting from such a change will be processed by SARS Procurement and Legal teams.

4. TRAINING:

Take on training programs and packages shall be provided per Region, at no additional cost to SARS, by the Supplier and made available as needed to ensure that all SARS's employees are properly trained in the use of chemicals, floor care systems, materials, and equipment.

Supplier shall provide once off practical training concerning usage and preventive maintenance on equipment.

Supplier shall provide an comprehensive annual training sessions during the appointment per region with all custodians to cover chemical usage, giving special attention to the following items:

- a. Health and Safety training and compliance
- b. Bio-hazardous training

The training program will include, but not be limited to, activities that address the economical use of the chemicals, safety procedures in the use of equipment and chemicals, time management/scheduling, and compliance with current law and regulations including SHE requirement.

Provide specialised cleaning services (High access, Hazardous material cleaning, sewer spills etc., disaster management cleaning) in conjunction with SIOL (SARS Institute Of Learning).

Bidders awarded a tender will be required to offer demonstration and virtual training of the material supplied.

Publish a training manuals both hard copy and soft copies,

Provide training on the use of products and cleaning methodologies related to the consumables as contained in the manuals also in conjunction with SIOL (SARS Institute Of Learning).

Supplier(s) shall provide at each SARS Location a file containing Material Safety Data Sheets (MSDS) of all chemicals issued procedure sheets.

5. ADMINISTRATIVE ORDERING AND REPORTING:

5.1 Ordering

The Supplier shall have ordering procedures that are efficient and user friendly.

The Supplier shall partner with the relevant SARS representative in determining replenishment quantities.

The Supplier shall provide a catalogue containing all contract items, with product descriptions and their recommended usage quantities and calculation practices to use for ordering.

The Supplier shall generate monthly and annual activity reports reflecting the supplies ordered and expenses incurred by SARS.

5.1 Product Availability:

- If a proposed product does not have the availability requested or becomes unavailable, the Supplier must notify SARS immediately.

5.2 Warranties:

All Suppliers must submit/include any/all warranty information with submissions whether it is expressed or implied.

Supplier shall guarantee the original purchase of equipment for a period of not less than one year from the date of acceptance by owner, that Supplier will replace or repair any defective product during the guarantee period, excluding any item which

has been subjected to accident, alterations, abuse, misuse or neglect by SARS or its employees or that is caused by normal wear and tear.

5.3 Product delivery:

Delivery costs are the responsibility of the awarded Supplier and must be included in bid pricing.

Freight Damages: Immediately upon the delivery of product by the Carrier, the awarded Supplier shall inspect the outside of all containers for dents, tears, crushing, or other indication of damage and shall have notation of same made by the Carrier on the delivery receipt. The Supplier shall open all containers, inspect contents, process, and remedy all freight claims and damages.

Supplier shall replace all damaged items at their own expense.

All damaged product must be removed from building and repaired off site. No damaged items to be left on site for repairs.

It shall be the responsibility of the awarded bidder to be aware of delivery days and receiving hours for all SARS locations. SARS shall not be responsible for any additional charges should the contractor fail to observe specific delivery days and receiving hours.

Supplier shall deliver all equipment, accessories and supplies within the required turn-around time from date of approval. In the event the contractor is unable to comply with this time frame, the Supplier shall contact the end-user immediately and obtain written approval to extend the delivery time.

Supplier shall properly package and handle all items ordered under the resulting contract, in accordance with all applicable regulations.

Supplier shall deliver equipment, accessories and supplies pursuant to the contract in accordance with the terms and conditions stated in this RFP and SLA's. Repeated failure to meet specified delivery requirements may result in contract termination, or SARS may pursue any other remedies that might be available, at its discretion

6. PRICING

Bidder must ensure that all costs related to the supply of equipment, consumables, chemicals and other services are presented, no additional costs can be entertained after the tender is awarded.

ALSO SEE PRICING SCHEDULE AS PER ANNEXURE C.

6.1 PRICING STRUCTURE

Bidders must indicate which Regions bidders are submitting prices for. Bidders must price all line items per Region, incomplete pricing will result in the tender not qualifying for further evaluation.

Details regarding goods and the tender prices are required on the Pricing Schedules together with all other tender documents.

The prices must be fully inclusive based on the scope of goods/ services (Incl. Training on Equipment, Consumables, etc.):

- All prices must be **VAT inclusive**.

Initial take-on delivery, storage, installation, on-site demonstration and material training costs are the responsibility of the awarded Supplier and must be incorporated in bid pricing.

Separate charges for take-on training will not be permitted.

Specialised training costs related to the upskilling must be submitted reflecting **THE PROPOSED SARS REGIONAL LOCATIONS WHERE TRAINING WILL BE PROVIDED ARE REFLECT** that all sites are covered by the program.

Separate charges for shipping, delivery and fuel surcharges will not be permitted.

7. Performance Management

Supplier Performance Management is viewed as a critical component in ensuring value for money acquisition and good supplier relations between the SARS and all its suppliers. The successful bidder/s shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with SARS, which will form an integral part of the contract.