



RFP 11/2021

ANNEXURE A: TECHNICAL SPECIFICATION

**FOR THE PROVISION OF BUNDLED SOFT
SERVICES (HYGIENE, SPECIALISED CLEANING,
WASTE MANAGEMENT, GARDENING AND PEST
CONTROL) AT SARS OFFICES NATIONWIDE**

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1. INTRODUCTION

The South African Revenue Service (SARS) mandate under the South African Revenue Service Act, 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS' vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost effective manner.

The Physical Facilities division is mandated to provide fit for purpose infrastructure to support SARS' operational requirements. Our property infrastructure consists of 130 buildings housing over 13 000 employees nationwide. The SARS property portfolio comprises office space, warehouses, filing and storage spaces/stations, border post offices, branches and contact centres as indicated below:

Branches (frontline and high traffic space)	Filing/ storage space	Office space	Warehouse	Land	Special operational spaces i.e. Detector Dog Units (DDU)
63 104m ²	32 137 m ²	245 084m ²	46 714 m ²	24 648 m ²	26 595 m ²

The purpose of the bid is to appoint a service provider to provide facilities management services for all SARS offices nationwide. The service provider will be required to provide soft facilities management services that include the provision of cleaning and hygiene services, pest control, waste management, gardening services. In appointing Service Provider/s, SARS is seeking an organisation with which it can build a cooperative type relationship to the benefit of the SARS Community. It would value a Service Provider that will focus on service delivery and be both proactive and innovative in its approach to cost containment, while being sensitive to the needs and the culture of SARS.

2. CONTRACT DURATION

This is a full risk contract for a period of **three (3) years**, renewable for a maximum period of **five (5) years** subject to annual reviews of the Bidders' performance. SARS reserves the right to cancel a contract where service provider's performance is poor and does not meet SARS expectations.

The current pest control contract will terminate at the end of November 2022. Bidders should therefore note that the pest control services of the bundled Soft Services Contract shall only commence after the current contract expiry date.

3. SCOPE OF WORK

The Service Provider/s will be expected to render a comprehensive hygiene, specialised cleaning services, pest control, waste management and gardening service (as per the standard methods indicated below) to ensure the SARS work environment is clean, hygienic and safe all the time. The soft facilities services provision shall consist of the following service categories and deliverables:

Service Category		Deliverable
A1	Hygiene and Cleaning services	Supply of hygiene equipment and consumables and comprehensive hygiene services
		Deep (periodic) cleaning
		Supply of cleaning equipment, consumables, brushware and tools
		Supply of cleaning chemicals
		Covid 19 decontamination services
		High rise and external and internal window cleaning
		Cleaning of curtains and blinds
		Upholstery Cleaning
		Reactive / emergency cleaning (incidents and events)
		Adhoc cleaning services
A2	Waste management services	Feminine hygiene waste
		General waste
		Hazardous waste
		Recycled waste
		Garden waste
A3	Pest Control	Fumigation and pest control services
		Placement of bait stations/ fly catchers
		Fogging services
		As and when required (snakes, bees, wasps, bats and other)
A4	Landscaping and gardening services	Lawn / grass area maintenance
		Irrigation system maintenance
		Plant and flowerbed maintenance
		Internal planting
		Grounds, roof gutters, reservoirs and water features maintenance
		Tree felling, pruning

The detailed scope of work is attached to this Technical Specifications Document and marked as Annexures A.1 to A5. Scope of Work. Bidders must ensure that before submitting a Tender Submission that they are able to meet SARS requirements as set out in these Annexures. SARS will not accept any variation (which may include but not be limited to the products, services, and service levels).

1.1. SERVICE A1: HYGIENE AND SPECIALISED CLEANING SERVICES

The Service Provider/s shall provide a hygienic, healthy and supportive working environment for all SARS staff and visitors through the provision of services including but not limited to:

- **Provision of a comprehensive hygiene services to SARS**

The following services are required:

- Supply (**on a rental basis**) and maintenance of the sanitary hygiene equipment
- Supply of sanitary hygiene consumables
- Supply of cleaning equipment to support the in-house cleaning service;
- Supply of consumables and material [cleaning detergents /disinfectants/ polishes/ finishes, etc.], necessary to support the in-house cleaning services
- Deep cleaning of ablutions

- **Provision of specialised cleaning services**

The following specialist cleaning services are to be provided on an *ad hoc* basis:

- Covid-19 Decontamination services
- Cleaning of high access and external windows and glass façade,
- Upholstery cleaning
- Reactionary cleaning services (for specific functions or incidents)
- Provision of relief staff in the event of SARS in-house staff shortages as and when required
- Adhoc cleaning services at the land Ports of entries.

1.2. SERVICE A2- PEST CONTROL SERVICES

The Service Provider is expected to provide fumigation and pest control services of high industry standards using environmentally friendly products and supplies.

The entire responsibility will be of the contractor to supply the required supplies and the equipment/tools needed to provide a comprehensive pest control service.

The major work is summarized as below:

- Checks for rodents
- Internal spraying for cockroaches and mosquitoes and other pests
- External spraying for termites and ants
- Pest control service
- Check for Snakes and laying repellent
- External bait stations and fly-catchers
- Internal bait stations
- The supplies and the required equipment/tools must be provided by the contractor.

1.3. SERVICE A3 - WASTE MANAGEMENT SERVICES

During the term of this contract the service provider will collect, separate, transport and recycle and/or dispose of waste from the SARS Sites and buildings including offices, food preparation areas (canteens), warehouses etc.

The sites generates the following diverse waste streams from different buildings:

- *General waste* - General waste that is generated from the offices, branch offices, and warehouses etc. The general waste is removed by the cleaning contractor from inside the buildings to the 240L wheelie bins in the designated waste areas located outside the buildings. This waste is temporarily stored until collected and transported by the waste management contractor for disposal to the permitted municipal disposal facility.
- *Recycled Waste* – Waste such as glass, paper, tins, plastics is separated from general waste for recycling by the waste management contractor from all SARS sites. The service provider is expected to implement a recycling and rebate program.
- *Food or organic waste* - Food (organic) waste generated from the on-site canteen in Alberton and the LBI Building in Woodmead is collected from the designated waste receptacles for safe handling, transportation and disposal to the permitted municipal disposal facility on a daily basis.
- *Hazardous Waste* - Hazardous waste including electronic and electrical waste i.e. fluorescent tubes, IT equipment and consumables, batteries), medical waste and feminine hygiene waste such as She Bins and Nappy Bins. Hazardous waste is to be collected from the waste source for safe handling, treatment and/or safe disposal to permitted disposal facilities. Relevant permits/certificates to transport and dispose of hazardous waste are required.
- *Gardening waste* - Garden and landscaping waste is collected in waste bags and bins which are then disposed to the designated skip and disposed accordingly.

Some of the waste streams have specific management requirements above the usual and the Service Provider will be required to manage them accordingly.

1.4. SERVICE A4 – LANDSCAPING AND GARDENING SERVICES

The Service Provider will be required to provide a comprehensive Gardens and Grounds Maintenance Service which includes the following:

- Daily maintenance which includes but not limited to the following:
 - Lawn maintenance: watering (with a manually/automatic operated sprinkler system), cutting lawn and edges etc.;
 - Plants: plant movement, soil turning and pruning;
 - Planting of new plants as and when required;
 - Sprinkler minor maintenance: filter and nozzle cleaning to ensure proper spraying functionality;
 - Removal of weeds in all ground surfaces;
 - Cleaning of roof and floor gutters, driveways and building exterior floor surfaces; and
 - Ensure proper disposal of garden rubbish in allocated skips.
- Quarterly maintenance which includes:
 - Seasonal preparations for lawn: apply fertiliser & lawn dressing; and
 - Seasonal preparations for plant beds: planting new plants, fertiliser and compost.
- Internal pot plant maintenance will include but is not limited to:
 - Maintenance of pot plants;
 - Watering, fertilising and general arrangement;
 - Potting soil to be replaced bi-annually; and
 - Planting of new pot plants as and when required.
- Ad hoc services
 - Replacement of sprinkler valves, valve boxes and conduit spares when necessary
 - Lawn replanting as and when required; and
 - Cutting dead and obstructive trees deemed hazardous/ risk in their growth – to be done in consultation with SARS.

4. GENERAL CONDITIONS AND REQUIREMENTS

4.1. Working hours

Normal working hours for SARS for weekdays excluding public holidays are from 08:00 to 17:00. However, cleaning services will be required from 06:00 to 17:30 week days subject to change due to any change in business requirements, special or restricted areas.

In order to provide for the requirements of SARS and other relevant bodies, working hours shall be determined by the Service Provider in consultation with the SARS Representative at the site concerned and may be adjusted from time to time.

It could be expected from the Service Provider to provide services during special occasions, after hours, over weekends and public holidays. When service is required on Saturdays and/or Sundays, it will be pointed out to the Service Provider. When service is expected to be provided outside the stipulated hours, this will be pointed out to the service provider. The Service Provider must therefore make reference to the operating times schedule provided and provide for the cost accordingly. The Service Provider will also be expected to provide stand by duties in case of flooding due to water / fire 24 hours a day 365 days in a year.

Service could be required during weekends and/or public holidays and the Service Provider must make provision for workers to perform additional service as and when required.

4.2. Identification of personnel

SARS will issue all of the Service Provider's staff with personal identification tags at the Service Provider's cost. It will be the responsibility of the Service Provider to ensure that all cleaning personnel on site display their identity tags at all times in such a way as to be fully visible. Subject to satisfying the foregoing, staff failing to display their identification tags may be removed from the site. The Service Provider must take responsibility for deactivation of such cards in cases where staff is no longer in the service of the Service Provider or at the expiry of the contract.

4.3. Staff medical fitness

SARS reserves the right to require that all Service Provider's personnel be certified fit for duty.

4.4. Training

SARS recognizes the need for training, both induction and training occurring during the course of employment, and expects to derive both benefit and value-for-money from all training undertaken by employees of the Service Provider engaged in relation to this contract. Bidders are also to provide for intensive training of all the staff appointed to ensure conformity with SARS requirements.

Records of such training must be submitted to the SARS Physical Facilities office on an annual basis.

4.5. Uniforms and Personal Protective Equipment

The service provider's staff will be required to wear protective uniforms, headgear (including goggles, visors and masks) and fully covered shoes and/or boots and gloves (appropriate to their tasks and functions) whilst on duty.

- The service provider will supply all PPE, which shall be of good quality and in a style approved by SARS. All uniforms must bear the name and logo of the service provider
- PPE is to be worn at all times, without any exception.
- The Service Provider shall ensure that all its personnel employed in rendering of the Service are at all times whilst on duty, neatly dressed, presentable and hygienic.
- The Service Provider shall provide uniforms annually.

4.6. Relief staff

The service provider will provide relief-staff, in the event of labour unrest, seasonal workload peaks or to replace staff on training, leave or sick leave provided that SARS Contract Manager and/or Supervisor is given reasonable notice and details of this.

The service provider will bear all costs related to the provision of relief staff.

4.7. Minimum wages

It is expected that The Service Provider shall pay his/her employees at least the minimum monthly basic wage in terms of the relevant Sectoral Determination promulgated under section 51 of the Basic Conditions of the Employment Act, No 75 of 1997, as amended per Government Gazette No. 42182 of 23 January 2019: Sectoral Determination 1: Contract Cleaning Sector, South Africa, published under Government Gazette no. 41326 of 15 December 2017.

It is also expected that The Service Provider shall register his/her employees in accordance with Contract Cleaning National Provident Fund (CCNPF), which was established and registered in terms of the Pension Funds Act, No 24 of 1956, as amended.

The Service Provider must also be registered with the Unemployment Insurance Fund and Worker's Compensation Fund.

4.8. Equipment and consumables

All materials and cleaning equipment should be provided by the Service Provider and shall be SARS approved. SARS reserves the right to approve cleaning materials, pesticides and chemicals prior to the use thereof.

The Service Provider shall have use of water and electricity, change rooms / rest room free of charge. The exact allocation of facilities will be agreed upon once the needs of both SARS and other Bidders have been determined.

The Service Provider shall ensure that all their staff comply with the regulations in terms of use of the facilities.

The Service Provider shall not be entitled to store or leave goods or articles on the floors and offices, for example in the entrance hall, corridors, hallways or the steps, other than in the lock up facility.

Storage facilities will be provided by SARS, however The Service Provider has the responsibility to keep the storeroom facilities in a clean and tidy condition at all times. SARS will conduct regular inspections of the said facilities and non- compliance will have negative impact on The Service Provider's performance.

4.9. Legislative compliance

The successful bidder is required to comply with the following legislation, not limited to:

- Occupational Health & Safety Act No.181 of 1993
- Machinery and occupational safety Act 6 of 1983
- Hazardous Substance Act no.53 of 1992
- National Water Act 36 of 1998
- National Building Regulation and Building Standards Act 103 of 1977
- Labour Act 66 of 1995 as amended in 2002
- Basic conditions of employment. Act 75 of 1997
- Employment equity Act 55 of 1998

4.10. Occupational Safety and Health

The Service Provider will ensure that all work performed and all vehicles, plant and equipment bought onto or used on site complies with the Occupational Health and Safety Act, 1993 (Act No 85 of 1993) as well as the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No 130 of 1993).

4.11. First Aid

The Service Provider will be responsible for the provision and replenishment of first aid boxes, which shall be under the control of a trained first aid provider.

In cases of emergency, the supervisor on site shall refer the incident to the on-site clinic to assess the situation or assistance.

Where possible, SARS Contract Manager and/or Facilities Coordinator concerned will offer assistance. If there is a cost involved for the provision of such medical emergencies then the service provider shall bear the costs.

4.12. Security

The Service Provider's staff shall be required to conform to the security and emergency policies, procedures and regulations applicable to the SARS. SARS shall provide details of its security arrangements to the Service Provider on commencement of the contract.

4.13. Insurance requirements

Bidders must demonstrate that it has adequate insurance cover to meet the minimum requirements as set out in the Scope of Works or obtain a letter of confirmation from its insurers indicating that the Bidder will qualify for adequate insurance cover to satisfy the minimum requirements, including:

- public liability; and/or
- professional indemnity insurance; and/or
- insurance covering its liability to any employees, its agents or representatives as contemplated in the Compensation for Occupational Injuries and Diseases Act, 130 of 1993; and/or
- general and commercial liability insurance which includes defective workmanship, public liability, cyber risk insurance, products and equipment liability, bodily injury and death, and property damage.

Bidders agree that should it be awarded as a successful service provider that it shall at all times maintain insurance cover satisfactory to SARS insurance brokers. Proof of payment of premium for the respective policy shall be furnished annually to SARS in the event the Bidder is the successful service provider. This should not have an impact on the Bidder's submitted pricing.

4.14. Contract Management

- A Contract Manager is required as point of contact with the SARS Contract Manager for all service requests including those from Gauteng sites and ensuring compliance with service level agreements
- Prepare and submit monthly waste management report comprising of volumes of all waste streams and from SARS Gauteng sites;
- Attend to monthly waste management meetings to assess progress and resolve any service matters.

4.15. Performance Management

Service Provider Performance Management is viewed by the SARS as a critical component in ensuring value for money acquisition and good Service Provider relations between the SARS and all its Bidders.

The Service Provider shall upon receipt of written notification of an award, be required to conclude a Service Level Agreement (SLA) with the SARS, which will form an integral part of the contract.

The SLA will serve as a tool to measure, monitor and assess The Service Provider performance and ensure effective delivery of service, quality and value-add to SARS' business.

Bidders will be required to comply with the foregoing condition, and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of this condition.

Regular Performance appraisals to monitor the identified Key Performance Indicators shall form part of the Service Level Agreement.

The service provider will at all times during the rendering of the contracted services ensure strict and effective supervision of the work and of its employees.

The service provider will at all times respond to the reasonable instructions or requests of the SARS Contract Manager.

4.16. Reporting and communication requirements

The service provider will be required to:

- Report comprehensively on a monthly basis to SARS Contract
- Ensure that they attend SARS monthly and quarterly performance review meetings according to the contractual obligations.
- Furnish SARS Contract Manager with a monthly report stating services delivered as well as progress made in implementation of the plan/schedule furnished to SARS.
- The Service Provider shall agree with SARS the process relating to the retention of certificates of destruction.

4.17. Cost saving

SARS expects the appointed Service Provider to be an active partner in generating ideas to reduce costs beyond only price reductions. Bidders must complete the required pricing worksheets and can provide alternative cost reduction methods that may benefit SARS

ANNEXURE A1 - HYGIENE AND SPECIALISED CLEANING SERVICES

BID:	INTEGRATED SOFT FACILITIES SERVICES
SERVICE CATEGORY:	A1: HYGIENE AND SPECIALISED CLEANING SERVICES
SUB-CATEGORY	A1.1. HYGIENE SERVICES
DOCUMENT	SCOPE OF WORK
SECTIONS	<p><i>Section 5.1. Service definition</i></p> <p><i>Section 5.2. Extent of areas to be serviced</i></p> <p><i>Section 5.3. Service specification and standards</i></p> <p><i>Section 5.4. Service schedule</i></p> <p><i>Section 5.5. Operating hours</i></p> <p><i>Section 5.6. Resources requirements</i></p>

5. SERVICE A1: HYGIENE AND CLEANING SERVICES

5.1. Description of service

The Service Provider shall provide a hygienic, healthy and supportive working environment for all SARS staff and visitors through the provision of services including but not limited to:

- **A1.1.: Provision of a comprehensive hygiene services to SARS:**
 - Supply (**on a rental basis**) and maintenance of the sanitary hygiene equipment;
 - Supply and refill of sanitary hygiene consumables; and
 - Hygiene services (chemical deep cleaning, etc.)
- **A1.2.: Supply of cleaning consumables, equipment, chemicals and tools:**
 - Cleaning consumables and material supplies [cleaning detergents /disinfectants/ polishes/ finishes, etc.], necessary to support the in-house cleaning services;
 - Cleaning equipment necessary to support the in-house cleaning services;
 - Provision of relief staff in the event of SARS in-house staff shortages as and when required
- **A1.3.: Specialist cleaning and ad-hoc cleaning services:**
 - Covid-19 Decontamination services
 - Cleaning of high rise windows at unreachable height and glass facade;
 - Upholstery cleaning
 - Blinds and curtains
 - Reactionary cleaning services (for specific functions or incidents)
 - Adhoc cleaning services at the land Ports of entries.

The following specifications and standards are the minimum requirements of the South African Revenue Service (SARS). SARS is open to innovative and technological/ quality recommendations in the field of Sanitary and Health Care advancement. Failure to comply with the minimum requirements will be regarded as non-compliance.

5.2. Extent of areas to be serviced

SARS operates from various offices across all provinces. The Service Provider shall provide hygiene and specialised cleaning services for **ALL the SARS owned and leased buildings nationwide**. The buildings vary in size and usage as indicated in the attached **Annexure D**. All SARS offices in the specified clusters as per Annexure D will participate in this contract “as and when” required. SARS reserves the right to amend the requirement of any site/office should the situation in such said office/site changes during the contract term.

5.3. Detailed service requirements

A1.1: PROVISION OF A COMPREHENSIVE HYGIENE SERVICES TO SARS:

The service provider will be required to provide comprehensive Hygiene services as detailed in the following sections below:

- 5.3.1: Supply (**on a rental basis**) and maintenance of the sanitary hygiene equipment;
- 5.3.2: Supply and refill of sanitary hygiene consumables; and
- 5.3.3: Hygiene services (chemical deep cleaning, etc.)

Table 1: Summary of hygiene services required

Supply and install and maintain equipment	Supply consumable specification	Service and refill requirements and frequency
Sanitary Hygiene Bin (SHE Bin)	Colour coded Bin liners	Weekly disposals
Nappy bin	Bin liners	Weekly disposal
Automatic air freshener Dispenser with Anti-theft bracket	Air freshener canister	Monthly replenished by service provider. Replacement of batteries by service provider when needed
Manual toilet seat sanitizer dispenser	Toilet seat sanitiser refill	Supply only. Replenished by SARS cleaning staff
Automatic sanitizer dispenser for toilets and urinals	Sanitiser refills	Replenished monthly by the service provider
Urinal Auto flusher	Sanitiser refill	Replacement of batteries by service provider when needed
Manual Foam soap dispenser	Foam soap refill	Supply only. Replenished by SARS cleaning staff
-	Liquid soap (only in selected bathrooms in Brooklyn Bridge)	Supply only. Replenished by SARS cleaning staff
Lockable Toilet roll holder TR3	1 ply Toilet Paper 2 Ply Toilet Paper (Only the Office of the Commissioner in	Supply only. Replenished by SARS cleaning staff

	Gauteng and Western Cape)	
Automatic hand paper towel dispenser with hand sensors	Hand paper towels (rolls and folded)	Supply and replacement of batteries when needed. Replenished by SARS cleaning staff
Wall mounted waste paper bin under hand towel dispensers	Clear Bin liners (600mm x 660mm 25 Niclon)	Supply only. Replenished by SARS cleaning staff
Manual wall mounted hand sanitizers dispenser	Hand sanitiser refill	Supply only. Replenished by SARS cleaning staff

The detailed standard and specification of the required services is provided in the sections that follow below.

5.3.1. Hygiene service and frequency

The service shall include but not limited to the following:

a) Servicing of Automatic Air Freshener Units

Service intervals are a 30 day cycle including battery change, and refill change. All the keys to the anti-theft brackets are to be kept by the service provider.

b) Servicing of automatic dispenser hand paper towel dispenser

Service intervals are a 30 day cycle including battery change, and refill change.

c) Regular chemical deep cleaning of facilities (wash basins, toilets, urinals)

The specifications provide an indication of the number of ablution facilities to be serviced for hygiene purposes as well as a guideline for the minimum requirements and may be adjusted to suit the requirements of SARS. In order to ensure better service delivery the foregoing all areas with a higher traffic shall be expected to be serviced more frequently in order to meet minimum standards. Minimum standard shall be considered to be at least the highest standard set for the hygiene industry.

d) Removal Of Sanitary Bins (All Ladies and Unisex ablution facilities)

Must contain a 50 micron sanibin polythene liner, Service intervals are based on a seven (7) day cycle. All liner bags must be changed weekly with a set colour range indicating that the liners were serviced and changed. Treatment of sanitary bins to be done by the service provider. A certification of safe disposal will be required after disposal (waste manifest). The bins must be sealed units, secured, and only the service provider must have access to the units when completing a service. Ladies must be able to dispose of their sanitary waste without touching the container.

e) Urinal Mats replacement

Service intervals are a 30 day cycle

5.3.2. Supply, installation and maintenance of the hygiene equipment

The service provider shall supply, install and maintain the equipment listed below on a rental basis: *NB: Quantities are provided in the Pricing Template*

- Sanitary Hygiene Bin (SHE Bin)
- Nappy bin
- Automatic air freshener Dispenser with Anti-theft bracket
- Manual toilet seat sanitizer dispenser
- Automatic sanitizer dispenser for toilets and urinals
- Urinal Auto flusher
- Manual Foam soap dispenser
- Lockable Toilet roll holder TR3
- Automatic hand paper towel dispenser with hand sensors
- Wall mounted waste paper bin under hand towel dispensers
- Manual wall mounted hand sanitizers dispenser

Hygiene equipment specification

- All the equipment should be **white coated plastic** and installation responsibilities rest with the successful service provider/s;
- All equipment should be SABS approved;
- All items/ models delivered in terms of this contract shall be new and unused with the appropriate guarantees for the duration of the contract.
- All equipment will be installed by the service provider. All installations and removals of the equipment will be subject of consent from SARS.
- The Service Provider must ensure all the hygiene equipment is supplied and installed within a month of award of contract.
- SARS expects a 48 hours service from receipt of the purchase order. If the successful Bidder does not comply within the 48 hours service period, SARS reserves the right to, at if discretion, make use of a third party and hold the successful Bidder responsible for payment to the third party serviced delivered.
- All items/ models delivered in terms of this contract shall **be new and unused** with the appropriate guarantees for the duration of the contract.
- The service provider must ensure that defective equipment are either replaced or repaired within 12 hours from the time such equipment is reported by SARS Facilities representative.

- Units to maintained by the successful bidder in accordance with the manufactures warranty.
- When the contract ends, the service provider must remove the installed equipment and restore the building to its original condition in consultation with SARS management.

Table 2: Hygiene equipment specification

#	Equipment	Specification/ Description
1	Sanitary hygiene bin (SHE Bin)	<p>20 Litre white Plastic Pedal Operated Slimline Sanitary Bin</p> <p>Pedal sanitary bin made from robust ABS plastic providing durability</p> <p>Heavy duty pedal for hands free sanitary disposal</p> <p>Must have self-closing, tight fitting lid with trap doors.</p> <p>Bins will be replaced free of charge in the event of breakage though normal wear and tear.</p> <p>Sanitary bins must be lined with appropriate bin liners.</p> <p>The bin liners to be replaced with every service.</p> <p>Chemical inactivate all bacterial and viral growth due to the hazards of medical and other types of waste;</p> <p>The chemical should release a bacterial vapour with a pleasant fragrance.</p>
2	Nappy Bin	<p>50L Nappy Bins.</p> <p>Must have self-closing, tight fitting lid with trap doors.</p> <p>Nappy Bins must be lined with appropriate bin liners.</p> <p>The bin liners to be replaced with every service</p> <p>Chemical inactivate all bacterial and viral growth due to the hazards of medical and other types of waste;</p> <p>The chemical should release a bacterial vapour with a pleasant fragrance.</p> <p>Bins will be replaced free of charge in the event of breakage through normal wear and tear</p> <p>Note: Refer to the pricing template for clarification.</p>
3	Sanitiser auto systems for all toilets and urinals	<p>Sanitizer auto system or the digital dispenser which automatically releases a metered dose of concentration for purposes of cleaning and sanitising.</p> <p>The dispenser must be able to automatically spray to produce good foaming actions which attack odours at the source and be</p>

#	Equipment	Specification/ Description
		<p>able to kill bacteria.</p> <p>The sanitizer should be of the appropriate capacity to enable its consumption to last for a 30 day period and each refill should deliver 3,000 metered doses.</p> <p>Sanitisers do not interfere with any plumbing mechanism.</p> <p>Supply and installation to urinal pipes and toilet cisterns to meet the SARS requirements. At the end of term of the contract the service provider must re –instate all the holes in the pipes and walls.</p> <p>Batteries and consumables to be replaced as and when required (where applicable).</p> <p>Sanitisers should not leak. If so, the Service Provider will be responsible for a replacement.</p> <p>Sanitizers will be replaced free of charge in the event of breakage through normal wear and tear.</p>
4	Wall mounted automatic hand sanitizer	<p>Automatic (no touch) wall mounted hand sanitizer dispenser – 400ml</p> <p>White coated plastic</p> <p>Should be lockable and refillable.</p> <p>Replacement to be supplied free of charge in the event of breakage though normal wear and tear.</p>
5	Manual toilet seat sanitizer dispenser	<p>Should not leak - Leaking sanitizers to be replaced, free of charge by the Service provider</p> <p>To be replaced free of charge in the event of breakage though normal wear and tear</p> <p>Sanitizers do not interfere with any plumbing mechanism</p> <p>Sanitizers are independent of flushing mechanism</p>
	Seat wipe dispenser	Unit is fixed out of the way against the wall

#	Equipment	Specification/ Description
6	Urinal Auto Flusher	<p>Stainless steel</p> <p>Automatic flush every 24 hours</p> <p>Pre-flush – option 2 second pre-flush to wet urinal and prevent uric acid build-up on porcelain.</p> <p>Activated by infrared sensor, with a maximum of 65 cm range when a user is in front of the urinal, it registers to flush.</p> <p>Battery operated with infrared sensor</p>
7	Toilet roll holder	<p>Toilet Roll Holder 3</p> <p>Must be lockable to eliminate wastage and theft</p> <p>Must be easy to refill</p> <p>Must be durable and vandal proof</p> <p>The toilet roll holder or locking mechanism will be replaced free of charge in the event of breakage.</p>
8	Automatic air freshener	<p>Air fresheners and aerosol canister to be installed with batteries included in the service.</p> <p>Air fresheners to have automatic and adjustable settings.</p> <p>Air fresheners will be replaced free of charge in the event of breakage.</p> <p>Air fresheners are programmed to work only at specific intervals.</p> <p>Supply and install air-freshener microburst 3000 or similar units with anti-theft brackets. The units must have a 25 microliters spray volumes.</p> <p>The units must have a LCD display to indicate system programming.</p> <p>The refill container should be a 75 ml aerosol available with a long lasting fragrance; microtrans odour neutraliser to eliminate odours, and act as an insect repellent.</p>
9	Anti-theft bracket for automatic air freshener	<p>To fit standards dispenser</p> <p>mild steel</p> <p>To be replaced free of charge in the event of breakage through normal wear and tear.</p>

#	Equipment	Specification/ Description
10	Manual Foam soap dispenser	<p>White coated plastic 400ml foam dispenser</p> <p>Foam dispenser must have a reliable, user-friendly pump mechanism.</p> <p>Foam dispensers provide economically pre-measured amounts of foam with each pull/ push.</p> <p>Foam dispensers must be completely drip free</p> <p>It must be a sealed system, so that the foam do not dry out, deteriorate or become infected.</p> <p>The foam dispenser will be replaced free of charge in the event of leakage, faulty pump mechanism and/ or breakage though normal wear and tear.</p>
.11	Sensor Automatic hand paper dispenser plus batteries	<p>Automatic operated and lockable.</p> <p>Must be easy to refill by the cleaners.</p> <p>Programmable for length of paper to be dispensed.</p> <p>Auto cut off.</p> <p>Battery operated. Batteries replaced by Bidders.</p>
12	Wall mounted waste paper bin	Approximately 30 L
13	Biohazard waste box	<p>50L, 8kg waste box set</p> <p>Container to be lined with red Biohazard bag</p> <p>Container must have self-closing lid</p> <p>Containers must be labelled "Biohazard" with a symbol and/ or wording</p>

5.3.3. Supply of hygiene consumables and servicing

The Service Provider(s) shall provide hygiene and cleaning consumables at all SARS locations as listed in the pricing schedule. 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.

These will include toilet paper, soap, paper hand towels, air fresheners and toilet brushes for use in toilets and shower rooms, cleaning products etc. The service provider shall ensure that enough consumables are supplied at an agreed delivery date monthly.

Chemical assessment data sheets for all cleaning substances to be used shall be provided by the Service Provider.

5.3.3.1. List of hygiene consumables

- Provision of sufficient good quality (SABS approved) 1 and 2 ply toilet papers;
- Supply of air fresheners refills for all areas;
- Provision of hand sanitisers refills;
- Provision of foam soap refills;
- Provision of clear bin- liners for bins under hand towel dispensers;
- Provision of auto flush urinal sanitizers refills for all urinals;
- Provision of hygienic seat wipes;
- Provision of toilet sanitisers refills;
- Provision of sufficient hand towels as per quantities; and
- Provision of urinal mats.

5.3.3.2. Hygiene consumable standard and specifications

All consumables should be SABS approved and Material Safety Data Sheets (MSDS) must be provided;

All consumables will be replaced by SARS cleaners, except for the regular hygiene service removal and service of the nappy (where applicable), sanitary hygiene bins and biohazard waste containers which will be rendered by the Service Provider.

Training to be provided by the Service Provider to the SARS cleaning personnel on site;

Training excludes the removal and service of the nappy (where applicable), sanitary hygiene bins and biohazard waste containers which will be rendered by the Service Provider.

Table 3: Hygiene consumables specifications

#	ITEM		DESCRIPTION AND SPECIFICATION
1	Toilet Paper		1 ply and 2 ply toilet paper unwrapped as per quantities 1 ply toilet paper with 500 sheets per roll 2 ply toilet paper with 350 sheets per roll, for specific offices Should be supplied in 48 units per bale To be replenished by SARS cleaning staff Toilet paper complies with SANS 1887. Attached proof of compliance Should be environmentally friendly and recyclable
2	Automatic freshener Canister	Air-	Scented automatic air-freshener canister to fit into the supplied mechanism Should be environmentally friendly and CFC free Refilled / replacement as and when required by SARS staff

		Air fresheners to deodorize and sanitize air in all bathroom facilities
3	Hand Sanitiser refill	400ml 70% alcohol based refill to be supplied (for offices)
		800ml Liquid Hand Sanitizer 70% alcohol based refill to be supplied (high traffic areas)
		Hypo allergenic, anti-bacterial and gentle on the skin
		Dermatologically tested
		Easy to fit hand sanitiser dispenser cartridge system which is hygienically sealed and non-drip
		Clear, Waterless & Quick Dry / No-Rinse
4	Q-Cut perforated double ply hand paper towel 2 ply (roll refill)	Should be environmentally friendly and recyclable
		Hand paper towel should be biodegradable
		Width approximately 200 mm, roll length approximately 125 meters, 6 rolls is a pack
		Hand paper towel should be biodegradable
5	Toilet Seat wipe refills	Hygienic Toilet Seat Wipes - 100 in a packet - to fit in the dispenser provided. Toilet seat must wipes remove bacteria build-up for total protection and peace of mind Quick drying formula leaves surfaces clean and fresh
6	Clear plastic bin liners for waste paper bin	Should be environmentally friendly and recyclable
		Bin liner should fit into the wall mounted waste paper bin
7	Foam soap refill	800 ml foam scented soap
		Hypo allergenic, ant-bacterial and gentle on the skin
		Dermatologically tested
		Easy to fit soap dispenser cartridge system which is hygienically sealed and non-drip
		To be replenished by SARS cleaning staff
8	Liquid soap	5l
8	Toilet seat sanitizer refill	400ml bases refill
		Hypo allergenic, anti-bacterial and gentle on the skin
		Dermatologically tested
		Easy to fit soap dispenser cartridge system which is hygienically sealed and non-drips

		To be replenished by SARS cleaning staff
9	Urinal Mats	Anti-splash, scented, round mats to be supplied
		To be replaced monthly
		Approximately 18 cm in diameter
		Quick cleaning and should retain its original size
		Hygienic and safe installation and disposal
		To be replaced by the Service Provider

A1.1.2. EQUIPMENT, CONSUMABLES, CHEMICALS SPECIFICATIONS

The Bidders shall provide the equipment, consumables, chemicals, and tools to support the in-house cleaning services, as detailed in the following sections below:

- **5.3.4:** Cleaning consumables and material supplies [cleaning detergents /disinfectants/ polishes/ finishes, etc.], Cleaning chemicals, Cleaning equipment necessary to support the in-house cleaning services;
- **5.3.5:** Provision of relief staff in the event of SARS in-house staff shortages as and when required

5.3.4. Cleaning consumables and equipment

All the required consumables including the sizes to support the in-house cleaning services are listed in the Pricing Template.

The products must at a minimum, include the following:

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

SARS reserves the right to consider alternate products that would be cost-effective and environmentally friendly at any time during the term of the awarded contract. Therefore, any alternatives must meet or exceed the specifications of the approved products and the cost difference will be for the account of the successful service provider.

- ✓ Cleaning consumables (Biodegradable) (MSD sheets to be clearly displayed where consumables are stored)

- ✓ SARS will be the sole determiner of whether or not any proposed product equals are equal in construction quality and aesthetic.
- ✓ All substitutions must be clearly identified as such within submission documents.
- ✓ Service Provider(s) are 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 Service Provider cost.
- ✓ Items which were previously used, demonstrator items, obsolete, second hand or which have been discontinued will not be accepted by SARS.
- ✓ All Bidders must provide documentation to certify they are authorized dealers of the products submitted.
- ✓ If a proposed product does not have the availability requested or becomes unavailable, the Service Provider must notify SARS immediately.

Procedures

The successful service provider must provide comprehensive training material to SARS at no additional cost to ensure that SARS' employees are properly trained in the use of chemicals, floor care systems, materials, and equipment on an annual base. The successful service provider must provide an annual training meeting with all custodians to cover the following:

- OSHA training and compliance
- Bio-hazardous training
- Proper cleaning methods, tools, techniques

The training program shall 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 Occupational Health and Safety Act 85 of 1993, compliance with SHE Files and SARS' procedures related thereto.

The successful service provider must provide at each Building (depending on requirements) a comprehensive safety file containing safety data sheets (SDS) of all chemicals issued procedure sheets and updated and inspected quarterly with SARS.

Ordering & Reporting:

The successful service provider must have ordering procedures that are efficient and user friendly and comply with SARS' procurement procedures and policies.

The successful service provider shall frequently consult with the relevant SARS representative in determining replenishment quantities and stock holding.

The successful service provider must provide a catalogue containing all contract items, with product descriptions, detailed icons/pictures and their recommended usage.

The successful service provider must generate monthly and annual activity reports reflecting the goods ordered and expenses incurred by SARS.

Inventory:

The successful service provider must store and inventory sufficient quantities of all occurring products and supplies at their facilities.

If a proposed product does not have the availability requested or becomes unavailable, the successful service provider must notify SARS in advance or immediately.

SARS will place monthly orders and will expect full delivery within 5 (five) business days of placing the order.

Adhoc orders and lesser quantities are expected to be delivered within 48 (forty-eight) hours of ordering.

Warranties:

The successful service provider must provide any/all warranty information.

The successful service provider must guarantee the original purchase of equipment and/or dispensers for a period of not less than 1 (one) year and on all electrical equipment and machinery for a minimum of two years 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.

All defective equipment and/or dispensers will be replaced with similar or better within 48 hours of it being reported with loan units until the equipment is repaired or replaced.

Product Delivery and Dispenser Installation Requirements:

If any additional equipment, proposed requires removal of existing system and installation of a new equipment the removal and installation costs shall be the responsibility of the awarded Supplier.

The successful service provider provide all labour for delivery and installation.

Delivery costs are the responsibility of the successful service provider and is included in the pricing schedule.

It is the responsibility of the successful service provider to be aware of delivery days and receiving hours at SARS (Delivery Monday to Friday from 7:00am to 13:00pm). SARS shall not be responsible for any additional charges should the contractor fail to observe specific delivery days and receiving hours.

The successful service provider must deliver all equipment, accessories and supplies within the required turn-around time from date of approval. In the event the successful service provider is unable to comply with this time frame, the successful service provider must contact SARS immediately and obtain written approval to extend the delivery time.

The successful service provider must properly package and handle all items ordered, in accordance with the applicable laws and regulations promulgated in this industry sector.

Installation:

The successful service provider agrees to not enter or have access to any space in the buildings in order to perform the work without first having given timely notice to SARS so that the necessary arrangements may be made to enter or to have access to such space.

In entering, passing through, or working on any such space in the building in the performance of the work, the successful service provider shall at all times furnish and maintain proper protection for the floor, ceilings, walls, fixtures, equipment, furniture, and/or other property of SARS including but not limited to landscaping, paving and interior finishes.

The successful service provider shall maintain their areas free of debris and other safety codes and regulations.

All protective coverings are to be removed from items once all installation is completed and all items are to be wiped clean.

Freight Damages: Immediately upon the delivery of product by the carrier, the successful service provider must 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 successful service provider shall open all containers, inspect contents, process, and remedy all freight claims and damages.

The successful service provider agrees that it replace all damaged items at their own expense.

All permanent fixtures that are damaged must be removed from building and repaired off site. No damaged items must be left on site for repairs.

No machinery or equipment may be removed from site without the written consent of SARS.

As far as possible all trollies, machinery and electrical equipment should be repaired on site and workshop areas if available may be negotiated with SARS. All cost for rental space, shop fittings and equipment will be for the successful service provider.

Standards

The successful service provider must adhere to the SANS, SABS, SATAS and ISO standards (similar, equivalent or higher):

Service Response times

SARS will place orders and will expect full delivery within 5 (five) working days of placing the order. Communicate delivery date or any delays within 12hrs of receiving the purchase order on an email to the Contract manager.

A1.1.3: SPECIALISED AND ADHOC CLEANING SERVICES

5.3.5. Specialised and adhoc cleaning services

SARS requires specialist cleaning services on ad hoc basis e.g. cleaning of high rise windows and glass façade as and when required. The service provider shall provide the following services:

- High rise window cleaning services
- Deep cleaning and shampoo of carpets
- Upholstery cleaning (chairs, sofas), blinds and curtains laundry services
- Strip and seal vinyl floor coverings where required
- Routine cleaning services at the Ports of entries / Borders as and when required
- Provision of relief cleaning staff as and when required, in the event of labour unrest, seasonal workload peaks or to replace SARS staff on training, leave or sick leave
- Reactionary / Emergency cleaning services (i.e. spillages or floods causing significant disruption or risks to health and safety)

Table 4: specialised cleaning service specifications

#	ITEM	SERVICE DESCRIPTION & STANDARD	FREQUENCY
1	External and internal Window & cladding Cleaning Services	<ul style="list-style-type: none"> • Wash and clean the exterior and the interior surfaces of all window and door glass including but not limited to: windows at a non-reachable height, exterior and interior surfaces of all windows, doors, the atrium glass, the stairwell windows, entrance glass doors, partitions, glass turnstiles, terraces, skywalks, etc. • The Service Provider shall provide the labour necessary to clean the exterior windows, building cladding, relights and skylights. • The Service Provider shall provide the necessary equipment and materials to perform the work outlined in this Scope, including all required rigging, lift or scaffolding equipment to clean all exterior windows, the atrium, and the exterior glass on the terrace and the skywalk 	Bi-annually

		<ul style="list-style-type: none"> Window & cladding cleaning activities will occur on a predetermined frequency. Provide recommendations on window & cladding maintenance with the help of a detailed checklist & minor or major repairs to be carried out as & when on need basis. Retain the resources necessary to safely complete the exterior window & cladding cleaning operation. Exterior window/cladding cleaning equipment is only to be utilized as designed and intended. Care is to be taken on all rooftops to avoid any damage to roof surfaces. Products used are to be environmentally safe Exterior window cleaning is to be pre-scheduled in order to avoid any interruptions in clients visit. 	
		<p>First Class standard of Cleaning includes but is not limited to:</p> <ul style="list-style-type: none"> Ensuring glass is free of all dirt, streaks, or wet rag markings around the edges of windows, Applying a solution of soap and water to all window surfaces and squeegeeing those windows dry, Wiping the edges of the window with a DRY rag to prevent any drips or streaking 	
2	Emergency /Reactive Cleaning	<p>The service provider shall provide emergency cleaning services for incidents such as spillages or floods causing significant disruption or risks to health and safety.</p> <p>The reactive cleaning service will be in SARS normal operating hours to respond to spillages in response to a communication made to a central point. All stains and markings reported to the help desk will be remedied as part of the regular cleaning service.</p> <p>Emergency reactive cleaning will occur after office hours. The bidder must have a standby service where all emergency calls can be logged. In times</p>	As per response times below

		of emergencies, the service provider will be required to provide a solution on short notice. The emergencies may be due to floods, etc.	
3	Scheduled carpet deep cleaning	Deep cleaning and shampoo of carpets with cleaning agents that are environmentally friendly	Biannually
	Scheduled upholstery cleaning	Upholstery cleaning (chairs, sofas), blinds and curtains laundry services	Once a year
	Covid-19 Decontamination services	Decontaminate offices as and when required when there is a positive case using approved disinfectant effective against covid 19. This includes deep cleaning and surface wiping of all high touch surfaces.	As and when required
	Strip and seal vinyl floors	Strip and seal vinyl floor coverings where required	Twice per annum
	Adhoc cleaning (as required) services in non-standard properties	Routine cleaning services at the Ports of entries / Borders as and when required <ul style="list-style-type: none"> - Provide equipment, cleaning material, chemicals and consumables as per the specifications - Provide the employees required to provide a comprehensive service as per the specifications 	As and when required
	Labour only – on an ad-hoc basis	Provision of relief cleaning staff as and when required, in the event of labour unrest, seasonal workload peaks or to replace SARS staff on training, leave or sick leave. Equipment and chemicals to be provided by SARS	As and when required

- ✓ The Service Provider must use SABS approved or higher standard cleaning detergents, disinfectants and any cleaning chemicals as per SABS standards.
- ✓ The Service Provider must attach a list of all the cleaning material and chemicals including **the Material Safety Data Sheets (MSD) on award**. SARS encourages

The Bidders to strive to move towards a totally “green” solution. The Service Provider shall purchase and utilise environmentally sensitive cleaning products as far as possible.

- ✓ All services should be executed by skilled trained and supervised operators with appropriate personal protective equipment.
- ✓ For High Rise & External Window Cleaning Services, Bidders must provide copies of Licensed Technician for working at heights (Approved SETA & SAQA Accredited Institution)
- ✓ Bidders to submit Fall Protection Plan certificate
- ✓ Attach all relevant legislations and proof compliance with Labour Relation Act, current COIDA, BCEA, OHS,
- ✓ Proof of current Compliance Certification from NCCA /BEECA

Table 5: Specialised cleaning Target Response Times

Category	Response Time		Completion Time
	Within core working hours	Outside core working hours	
Clean all high rise External Glazed Surfaces	Annually	Annually	To agreed timelines
Emergency Cleaning e.g. Spillages or floods causing significant disruption or risks to health and safety	1 Hour	2 Hours	Dependant on nature of problem
Ad Hoc requested work e.g. carpet and upholstery cleaning, strip and seal	3 Working Days	N/A	Within agreed Timescale
Provision of cleaning relievers	1 Hour	2 Hours	To agreed timelines
Decontamination services	1 Hour	2 Hours	To agreed timelines
Provision of cleaning services at the ports of entries	3 Working Days	N/A	Within agreed Timescale

- **Response Time** means the time from receipt of the request by the HelpDesk until an initial inspection and, where appropriate, temporary clean has been completed.
- **Completion Time** means the time from receipt of the fault report by the HelpDesk until the clean has been completed.
- **Working Hours** means hours which are within the Core Working Hours (8.00am and 17H00pm Monday to Friday), and **Working Days** is construed accordingly.

ANNEXURE A2: PEST CONTROL SERVICES

BID:	INTEGRATED SOFT FACILITIES SERVICES
SERVICE CATEGORY:	A2: PEST CONTROL SERVICES
DOCUMENT	SCOPE OF WORK
SECTIONS	<p><i>Section 6.1. Service definition</i></p> <p><i>Section 6.2. Extent of areas to be serviced</i></p> <p><i>Section 6.3. Service specification and standards</i></p> <p><i>Section 6.4. Service schedule</i></p> <p><i>Section 6.5. Operating hours</i></p> <p><i>Section 6.6. Resources requirements</i></p>

6. SERVICE A2: PEST CONTROL SERVICES

6.1. Description of service

Provision of comprehensive pest control services at all SARS offices nationwide including the following:

- Monthly pest control services - which is the regulation or management of a specific defined as a pest, a member of the animal kingdom that impacts adversely on human activities. This can be achieved by monitoring the crop, only applying insecticides when necessary. The programme comprises a monthly pest control system, which maintains the pest such as ants, mosquitoes, cockroaches, flying insects, etc.
- Placement of bait stations/ fly catchers - These are to eradicate the problems with pests such as rats, mice, ants and snakes. This is allow for persons working in remote sites such as Warehouse, Detector Dog Units, etc. to work unhindered by these pests.
- Monthly fogging services - used to kill insects that involves the using of a fine pesticide spray (aerosol) which is directed by a blower. In some cases, a hot vapour may be used to carry the spray and to keep it airborne for longer. Fast acting pesticides like pryethroids are typically used.
- Ad-hoc services – to prevent snakes, bees, wasps, bats and other insects which may causes harm to the client. Part of the insects, must be relocated, therefore the safe eradication is attempted.

The service provider is expected to provide Fumigation and Pest Control services of high industry standards using environmentally friendly products and supplies.

The successful Service Provider shall provide all quality supplies and the required equipment/tools.

The successful Service Provider shall also furnish all supervision, labour, materials, and necessary equipment necessary to accomplish the monitoring, trapping, pesticide application, and pest removal components of the contract.

The Service Provider shall also provide detailed, site-specific recommendations for structural and procedural modifications to aid in pest prevention.

6.2. Extent of areas to be serviced

SARS operates from various offices across all provinces. The Service Provider shall provide pest control services for all the **SARS owned and leased buildings nationwide**, internally and externally.

The buildings vary in size and usage as indicated in the attached **Annexure D**.

All SARS offices in the specified clusters as per Annexure D will participate in this contract “*as and when*” required. The successful service provider agrees and shall take note that the stated numbers/units/square meters and services frequencies.

SARS reserves the right to amend the requirement of any site/office should the situation in such said office/site changes during the contract term. Therefore, SARS reserves the right to adjust the quantities during the term of the awarded contract. The cost of the changes will remain the same, no matter the variance in quantities and all billing charges will be in line with the agreed contract rates in the Pricing Schedule.

6.3. Detailed service requirements

The successful service provider shall provide integrated pest control services for all SARS buildings. The pest management, Fumigation and Pest Control activities include:

- Monitoring, checks and detection for pests and rodents (monthly)
- Internal spraying for cockroaches and mosquitoes and other pests (quarterly)
- External spraying for termites and ants (monthly)
- Pest control service in quarterly basis
- Check for Snakes and laying repellent (monthly)

6.3.1. Provide qualified and accredited personnel

- The successful service provider shall provide qualified, professional pest management personnel who understand current practices in this field and have experience providing pest control services in a commercial and residential environment.
- The successful service provider must provide proof and certification documentations as per the requirement of the applicable national legislations relating to servicing, treatment, handling, removal, relocation and disposal of pests.
- The successful service provider must at all times during the tenure of the awarded contract maintain registration with South African Pest Control Association (SAPCA).

- The successful service provider's supervisor must have specific training and experience in vertebrate pest management, commercial rodent control, general pest control, and integrated pest management. All pesticide technicians must be licensed by the SAPCA and have specific training and experience in commercial rodent control and integrated pest management.
- Any pest control representative engaging in the management of bees, bats, birds, or mammals must be an approved bee keeper and/or be aligned with the National Council Societies for the Prevention of Cruelty to Animals (NCSPCA) which is a registered Non-Profit Organisation registered with the Department of Social Development.
- The pest control supervisor and technicians must be skilled in written and electronic record keeping, data management, and be able to communicate effectively with SARS' representatives.
- The pest control supervisor and technicians must provide evidence of training relevant to: OHS&E and hazardous materials awareness, confined space, ladder safety, spill prevention, and any other requirements as set forth by SARS and OHS&E.
- The successful service provider's personnel must be of good standing, registered in accordance with the Fertilizers, Farm Feeds, Agricultural Remedies and Stock Remedies Act 47 (Act No. 36 of 1947) and licensed with the relevant local authority and registered as Pest Control Operator.

Supply Equipment, Material and chemicals

- The successful service provider must supply all materials and chemicals required to perform the services. The successful service provider must provide all supervision, labour, materials and equipment necessary to accomplish the monitoring, inspecting, reporting and treating through pesticide application on SARS premises. The successful service provider must provide detailed, site-specific recommendations for structural and procedural modifications necessary to achieve pest prevention.
- The successful service provider must send written confirmation to SARS of the method and site that is used for the disposal of the waste associated with the treatment and servicing of SARS' sites. A certified copy of the disposal permit issued by the relevant department and or company legislated to treat or neutralise hazardous waste.

- All safety data sheets (SDS) regarding the chemicals used must be made available to SARS at the initiation of the awarded contract and whenever operational changes result in a change in the chemicals being used

6.3.2. Pests included:

The Service Provider shall adequately suppress the following Pests:

- Indoor populations of rodents, ants, cockroaches, dust, paper mites and spider webs, bats and etc.
- Individuals of all excluded pest populations that are incidental invaders inside the specified buildings, including winged termite swarmers emerging indoors, bees, wasps, snakes, etc.

6.3.3. Initial building inspections:

The Service Provider shall complete a thorough, initial inspection of each building or site at least ten (10) working days prior to the starting date of the contract.

The purpose of the initial inspections is for the Service Provider to evaluate the pest control needs of all locations and to identify problem areas and any equipment, structural features, or management practices that are contributing to pest infestations.

Access to building space shall be coordinated with the SARS Facilities representative. The Facilities Representative will inform the Service Provider of any restrictions or areas requiring special scheduling.

6.3.4. Pests vulnerable areas:

The following areas in all building must be treated:

- DB boards, Electrical Skirtings (Prior arrangements to be made with Facilities)
- Entrances / foyers, toilets, kitchens and pause areas;
- Filling and store rooms;
- Passages;
- All offices and common areas;
- Basements; and
- Outside buildings

6.3.5. Pest control plan:

The Service Provider shall submit to the Facilities representative (or requesting office) a Pest Control Plan at least five (5) working days prior to the starting date of the contract.

Upon receipt of the Pest Control Plan, the Facilities representative will render a decision regarding its acceptability within two (2) working days.

If aspects of the Pest Control Plan are incomplete or disapproved, the Service Provider shall have two (2) working days to submit revisions.

The Service Provider shall be on-site to perform the initial service visit for each building within the first five (5) working days of the commencement of the contract.

The Pest Control Plan shall consist of five parts as follows:

6.3.5.1. Proposed Materials and Equipment for Service:

The Service Provider shall provide current labels and Material Safety Data Sheets for all pesticides to be used, and brand names of pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service.

6.3.5.2. Proposed Methods for Monitoring and Detection:

The Service Provider shall describe methods and procedures to be used for identifying sites of pest harborage and access, and for making objective assessments of pest population levels throughout the term of the contract.

6.3.5.3. Service Schedule for Each Building or Site:

The Service Provider shall provide complete service schedules that include weekly or monthly frequency of Service Provider visits, specific day(s) of the week of Service Provider visits, and approximate duration of each visit.

6.3.5.4. Service Schedule for Each Building or Site:

The Service Provider shall provide complete service schedules that include weekly or monthly frequency of Service Provider visits, specific day(s) of the week of Service Provider visits, and approximate duration of each visit.

6.3.5.5. Qualified Pest Control Officers:

The pest control officers shall be certified and registered with the Department of Agriculture.

The Service Provider shall provide photocopies of qualifications and registrations of their pest control officers with the Department of Agriculture for every Service Provider employee who will be performing on-site service under this contract.

The Service Provider shall be responsible for carrying out work according to the approved

Pest Control Plan.

The Service Provider shall receive the concurrence of the CRE prior to implementing any subsequent changes to the approved Pest Control Plan, including additional or replacement pesticides and on-site service personnel.

6.3.6. Record keeping:

The Service Provider shall be responsible for maintaining a pest control logbook or file for each building or site specified in this contract.

These records shall be kept on-site and maintained on each visit by the Service Provider.

Each logbook or file shall contain at least the following items:

1) Pest Control Plan:

A copy of the Service Provider's approved Pest Control Plan, including labels and MSDS sheets for all pesticides used in the building, brand names of all pest control devices and equipment used in the building, and the Service Provider's service schedule for the building.

2) Pest Control Work and Inspection Report or an equivalent:

These forms will be used to advise the Service Provider of routine service requests and to document the performance of all work, including emergency work. Upon completion of a service visit to the building or site, the Bidders employee performing the service shall complete, sign, and date the inspection report, and return it to the logbook or file on the same or succeeding day of the services rendered.

6.3.7. Standards and requirements

USE OF PESTICIDES:
The Service Provider shall be responsible for application of pesticides according to the label.
All pesticides used by the Service Provider must be registered with the Department of Agriculture as stipulated by Act No. 36 of 1947.
Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable local laws and regulations.
Approved Products:
The Service Provider shall not apply any pesticide product that has not been included in the Pest Control Plan or approved in writing by the Facilities representative.
Note: Should a bidder offer any alternative product to the above specified products, a full description (product data sheet), and the reasons for recommending the alternative product as well as the environmental impact of the product is to be supplied as an Annexure to the

original bid.
Pesticide Storage:
The Service Provider shall not store any pesticide product in the buildings specified in this contract.
Application by Need:
Pesticide application shall be according to need and not by schedule.
As a general rule, application of pesticides in any inside or outside area shall not occur unless visual inspection or monitoring devices indicate the presence of pests in that specific area.
Written approval must be granted by the pest control person prior to any preventive pesticide application;
Minimization of Risk:
When pesticide use is necessary, the Service Provider shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control.
INSECT CONTROL:
Emphasis on Non-Pesticide Methods:
The Service Provider shall use non-pesticide methods of control wherever possible. For example: Portable vacuums rather than pesticide sprays shall be the standard method for initial cleanouts of cockroach infestations, for swarming (winged) ants and termites, and for control of spiders in webs.
Trapping devices rather than pesticide sprays shall be the standard method for indoor fly control.
Application of Insecticides to Cracks and Crevices:
As a general rule, the Service Provider shall apply all insecticides as "crack and crevice" treatments only, defined in this contract as treatments in which the formulated insecticide is not visible to a bystander during or after the application process.
Application of Insecticides to Exposed Surfaces or as Space Sprays:
Application of insecticides to exposed surfaces or as space sprays ("fogging") shall be restricted to exceptional circumstances where no alternative measures are practical.
The Service Provider shall obtain approval of the pest control officer prior to any application of insecticide to an exposed surface or any space spray treatment.
No surface application or space spray shall be made while tenant personnel are present.
The Service Provider shall take all necessary precautions to ensure tenant and employee safety, and all necessary steps to ensure the containment of the pesticide to the site of

application.
Insecticide Bait Formulations:
Bait formulations shall be the standard pesticide technology for cockroach and ant control, with alternate formulations restricted to unique situations where baits are not practical.
Monitoring:
Sticky traps shall be used to guide and evaluate indoor insect control efforts wherever necessary.
RODENT CONTROL:
Indoor Trapping:
As a general rule, rodent control inside buildings shall be accomplished with trapping devices only.
All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations.
Trapping devices shall be checked on a schedule approved by the pest control officer.
The Service Provider shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner.
Use of Rodenticides:
In exceptional circumstances, when rodenticides are deemed essential for adequate rodent control inside buildings, the Service Provider shall obtain approval of the pest control officer prior to making any interior rodenticide treatment.
All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.
Use of Bait Boxes:
All bait boxes shall be maintained with an emphasis on the safety of non-target organisms.
The Service Provider shall adhere to the following five points:
All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
The lids of all bait boxes shall be securely locked or fastened shut.
All bait boxes shall be securely attached or anchored to floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.
Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
All bait boxes shall be labelled on the inside with the Service Provider's business name and address, and dated by the Service Provider's technician at the time of installation and each servicing.

STRUCTURAL MODIFICATIONS AND RECOMMENDATIONS:

Throughout the term of this contract, the Service Provider shall be responsible for advising the Facilities representative about any structural, sanitary, or procedural modifications that would reduce pest food, water, harbourage, or access.

The Service Provider shall be responsible for adequately suppressing all pests included in this contract regardless of whether or not the suggested modifications are implemented.

The Service Provider will not be held responsible for carrying out structural modifications as part of the pest control effort.

However, minor applications of caulk and other sealing materials by the Service Provider to eliminate pest harbourage or access may be approved by the Facilities representative on a case by case basis.

The Service Provider shall obtain the approval of the pest control officer prior to any application of sealing material or other structural modification.

PROGRAM EVALUATION:

Procurement and CRE will continually evaluate the progress of this contract in terms of effectiveness and safety, and will require such changes as necessary.

The Service Provider shall take prompt action to correct all identified deficiencies.

QUALITY CONTROL PROGRAM:

The Service Provider shall establish a complete quality control program to assure the requirements of the contract are provided as specified.

Within five (5) working days prior to the starting date of the contract, the Service Provider shall submit a copy of his program to the Facilities representative.

The program shall include at least the following items: Inspection System:

The Service Provider's quality control inspection system shall cover all the services stated in this contract.

The purpose of the system is to detect and correct deficiencies in the quality of services before the level of performance becomes unacceptable and/or the pest control officer identifies the deficiencies. The successful Service Provider shall perform periodic (quarterly) site inspections of the exterior and interior of any building or structure under construction or renovation, and provide to the pest control manager with a list relating to pest management issues. Such items may include, but are not limited to:

- penetrations or other openings requiring sealing,
- sewage lines and stacks requiring capping and/or treating,
- documenting the presence of food / beverages or containers where they are not permitted, and
- the presence of construction materials / debris / wastes arrayed in a manner that

would encourage pests. Deficiencies (and resolved issues) may be documented with digital images
Checklist:
A quality control checklist shall be used in evaluating contract performance during regularly scheduled and unscheduled inspections.
The checklist shall include every building or site serviced by the Service Provider as well as every task required to be performed.
Quality File:
A quality control file shall contain a record of all inspections conducted by the Service Provider and any corrective actions taken.
The file shall be maintained throughout the term of the contract and made available to the Facilities representative upon request.
Inspector/s:
The Service Provider shall state the name(s) of the individual(s) responsible for performing the quality control inspections.

ANNEXURE A3: WASTE MANAGEMENT SERVICES

BID:	INTEGRATED SOFT FACILITIES SERVICES
SERVICE CATEGORY:	A3: WASTE MANAGEMENT SERVICES
DOCUMENT	SCOPE OF WORK
SECTIONS	<p><i>Section 7.1. Service definition</i></p> <p><i>Section 7.2. Extent of areas to be serviced</i></p> <p><i>Section 7.3. Service specification and standards</i></p> <p><i>Section 7.4. Service schedule</i></p> <p><i>Section 7.5. Operating hours</i></p> <p><i>Section 7.6. Resources requirements</i></p>

7. SERVICE A3: WASTE MANAGEMENT

7.1. Description of service

There are over 13,000 employees operating from over 130 SARS owned and leased buildings nationwide. The breadth of the activity of SARS operations results in a wide-variety of diverse waste streams and volumes from different buildings such as general waste, food (organic) waste, hazardous waste including fluorescent tubes, biomedical etc. and gardening waste. SARS through the Physical Facilities Department is committed to reducing its potential impact on the surrounding environment through the use of one of the waste management hierarchy principles. SARS is focusing on a shift from waste disposal to a waste minimization, separation at source, recovery and recycling paradigm using 3 (R).

SARS requires services of a waste management Service Provider to take responsibility for overall waste management across the SARS sites. As a responsible organisation that is committed to sustainability, waste management is considered an important action area and broad targets are outlined in the SARS draft Sustainability and carbon footprint reduction Plan. The Service Provider shall collect, separate, transport and recycle and/or dispose of waste from the SARS sites in line with the waste hierarchy and best practice as follows:

- Eliminate;
- Reduce;
- Re-use and repair, Recycle or compost, Recover (energy recovery); and
- Dispose.

The Service Provider shall work with SARS to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and continuous improvements as advances in technology arise. In this regard, Service Provider shall develop a waste minimisation plan to reduce product consumption if required by SARS. The Service Provider shall provide a waste diversion report for the Month and cumulatively year-to-date.

The Service Provider shall ensure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill. In this regard, the Service Provider shall work with SARS to develop and implement a recycling and rebate management program. Where waste cannot be diverted from landfill sites, the Service Provider shall provide information to SARS on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by SARS).

7.2. Extent of areas to be serviced

The Service Provider shall provide comprehensive waste management services for the SARS owned and leased buildings nationwide listed in **Annexure D**. The current practise differs per site, and it is SARS intention to standardise waste management services across its sites. Please refer to the Pricing Template for more details in terms of the descriptions, sizes and quantities of the current waste equipment as a guide.

7.3. Service specifications

The service provider will be required to render a comprehensive waste management service inclusive of the following services:

7.3.1. Developing a waste management plan and recycling and rebate program

The Service Provider shall conduct ***an initial assessment*** of SARS premises to identify the current waste management practises, the types of waste generated including the volumes. The Service shall present the findings in a report to SARS. Based on the findings, the service provider will be required to:

- Look into different opportunities and potential opportunities of waste minimisation, re-use and recycling of the different waste streams generated on the SARS sites.
- Advise SARS on best practices on Waste Management on an on-going basis in order to assist SARS deal with waste management in a sustainable and efficient manner.
- Develop and manage the waste management and minimisation plan, recycling and rebate program for SARS.

7.3.2. Waste sorting/separation

The service provider will be required to sort and/separate all recyclable (such as paper, tin, steel, glass, plastic, etc.) and fluorescent tubes from the general waste stream, and non-recyclable waste materials in designated bins.

7.3.3. Waste collection and transportation

The Service Provider will be required to ensure timely collection of, but not limited to, the following waste types:

- Collection and transportation of *general waste* from the colour coded bins in the designated waste areas outside the buildings;

- Collection and transportation of *general waste* from a full container or skip (bi-monthly) for treatment and/or disposal or on site prescribed frequencies (It should be further noted that the collection and transportation of general waste from these sites may be required more or less frequently than the indicative “prescribed frequencies”);
- Collection and transportation of *food waste* from the colour coded bins in the designated waste areas outside the designated buildings with canteens, where applicable;
- Collection and transportation of *hazardous waste* from the designated waste areas for treatment and/or disposal **as and when required** from all SAR buildings and
- Provide volume of general waste disposed in tons per month.

7.3.4. Waste recycling

The service provider will be required to operate and manage the SARS recycling programme and provide the following services:

- Provide best practice methods to recycle waste and minimise waste generation and disposal;
- Remove all the recyclable and recoverable waste such as glass, tins, plastics, paper, cardboards, scrap material etc. to a dedicated recycling facility;
- Provide statistics of the recycled waste and the recovered costs to the SARS in terms of volume of waste recycled in tons per month; and
- Issue a cost rebate to the SARS for the recyclable and recoverable waste.
- Requirements for Disposal of Scrap material:
 - Sharing photos of scrap material,
 - Making list of all items in the scrap
 - Material to be scrapped only as per process and after required approval
 - Cleaning of the area after the material is disposed of

7.3.5. Waste treatment, removal, transportation and/or disposal services

The service provider will be required to ensure timely removal and proper disposal of, but not limited to, the following waste types:

- General waste
 - Remove all the non-recyclable and non-recoverable general waste refuse/residues from the SARS premises and deposit it at a registered municipal general waste disposal site at most five times a week;

- It should be further noted that the removal of general waste may be required more frequently than the “times a week” indicated above;
 - The Service Provider must also demonstrate how they intend to manage the collection, transportation and disposal/treatment of general non-compactable waste; and
 - Provide trip sheets and statistics of waste disposal.
- Food and organic waste
 - The service provider will be required to safely dispose of food and organic waste to permitted/applicable waste treatment / municipal disposal facility where required; and
 - The service provider will be required to provide trip sheets and statistics of waste disposal.
- Hazardous waste
 - The service provider will be responsible for the treatment, removal and disposal of the following hazardous waste generated from SARS sites:
 - ✓ Electrical and electronic waste (i.e. fluorescent tubes, batteries, IT Equipment and consumables) in all offices;
 - ✓ Nappy Bins in specific offices;
 - ✓ Feminine hygiene waste (She-Bins) in all offices
 - ✓ Medical waste (covid - 9 PPE waste) in all offices
 - The service provider will be required to provide relevant containers for storing the hazardous electrical and electronic waste;
 - The service provider will be required to establish and provide the SARS with procedures for cleaning and disposal of electronic and electrical waste and bio medical waste generated from the SARS sites;
 - The service provider will be required to safely transport the waste to destruction/disposal facility and provide destruction certificates;
 - The service provider will be required to provide disposal certificates after each removal of hazardous waste to the SARS Contract Manager and Safety, Health and Environmental (SHE) Implementation Specialist for monitoring of the SARS environmental performance;
 - The service provider will also be required to include the statistics of hazardous waste material (e.g. all hazardous waste safely disposed) collected from all SARS Sites in their monthly reports.

- The Service Provider shall adhere to the following for disposal of IT equipment and consumables:
 - Share photos of IT equipment
 - Making list of all items and record the asset numbers
 - IT equipment to be disposed d only as per process and after required approval
- The service provider will be required to take cognisance of the following when removing, transporting, treating, and disposing of waste collected from the SARS premises:
 - Ensure the safe and correct disposal of general waste to permitted sites;
 - Ensure timely submission of disposal certificates, waste manifests and waste statistics after each removal of hazardous waste/ on monthly basis;
 - Ensure that transportation of hazardous waste is undertaken in accordance to the requirements of SANS 0228 for transportation of dangerous goods; and
 - Ensure that fluorescent tubes are recycled according to the requirements of the National Environmental Management Waste Act of 2008.

7.3.6. Supply of equipment and consumables

- The service provider will be responsible for providing and maintaining all the waste management equipment and waste respectable (colour coded bins, skip waste bins, hazardous waste containers), consumables and material and all necessary waste collection and transportation trucks, to render the full comprehensive contracted services effectively and without interruption. It will be the Service Provider/s' responsibility to ensure that all equipment is available, maintained and accounted for on a periodic basis.
- The cost for providing and maintaining any number of equipment as may be necessary to render the contracted service will be borne by the service provider.
- Storage facilities will be provided by the SARS where required, however the Service Provider/s has the responsibility to keep the storeroom facilities in a clean and tidy condition at all times. The SARS will conduct regular inspections of the said facilities and non- compliance will have a negative impact on The Service Provider's performance.

7.3.7. Trained Personnel and site supervision

The Service Provider/s will supply SARS with required personnel according to an agreed staff complement needed to be maintained throughout the contract duration. The Service Provider personnel shall assist with the day-to-day activities of the facility's waste management, including:

- Hygiene management of waste containers (cleaning, rinsing and sanitizing of waste bins & degreasing of these), ensuring that the waste management areas are at all times free of smell or any pest infestation;
- *Shredding of office waste* paper where required; and
- Removal of waste bins from designated waste areas.

The staff complement should cover all requirements above to meet contract requirements to ensure the facility is well maintained. Job descriptions of team members need to be provided with the Technical Proposal.

7.3.8. Reporting and communication requirements

The service provider will be required to:

- Report comprehensively on a monthly basis to SARS Contract Manager reflecting statistics on recyclable and non-recyclable waste. In the case where waste has been recycled, the monetary value of the waste should be reflected in the report. Proof of receipt at the recycling site as well as proof of disposal at the general waste site should form part of the report.
- Ensure that they attend SARS monthly and quarterly Waste Management performance review meetings according to the contractual obligations.
- Waste transfer notes/certificates of destruction
 - A full audit trail of waste management shall be maintained by the Service Provider and waste handling must be compliant with the Environmental Agency guidelines.
 - The Service Provider shall agree with SARS the process relating to the retention of certificates of destruction.

7.4. General health, safety and environment obligations

The service provider will be required to:

- Always ensure compliance with SARS' environmental, security, health, safety and emergency measures and procedures.
- Compile and provide a Health and Safety File which will include all statutory and management information/documents such as:
 - Occupational Health and Safety (OHS) Policy and Procedures;

- Operational Environmental Management Plan;
- Safe works Procedures;
- Risk Assessments Procedures;
- Material Safety Data Sheets (MSDS);
- Insurance documents/details;
- List of Projected Environmental Aspects and Impacts;
- Waste Management programme/schedule;
- Department of Labour documents e.g. COIDA, UIF; and
- Relevant permits/certificates to transport and dispose of hazardous waste.
- Provide a comprehensive site file.
- Provide disposal certificates and waste manifests to the SARS Contract Manager and SHE Implementation Specialist after each removal of hazardous waste.
- Produce on a regular basis, written proof that only approved landfill sites and accredited recycling operators are used for disposal purposes.
- Take responsibility for ensuring that its services system is operated in accordance with the hygienic, safety, aesthetic and EMS requirements based on ISO 14001 and the health and safety management system based on OHSAS 18001 / ISO 45001 to which SARS is committed to.

7.5. Legislative Compliance requirements

- The Service Provider must have or use a reputable service provider with a valid Waste Accreditation Permit to collect and transport general waste, recyclable waste and hazardous waste issued by the relevant municipality and/ or any relevant regulatory statutory requirements/authority. The Service Provider must provide proof of a valid Waste Accreditation Permit and relevant permits relating to waste management.
- The Service Provider or their selected Supplier must be registered as a transporter of hazardous waste, to be disposed of / treated at landfill site / waste handling facility authorized to dispose / treat such waste. The Service Provider must provide proof of registration.
- The Service Provider must use a licensed landfill site / waste handling facility for disposal / treatment of waste generated at SARS facilities. The Service Provider must provide proof that the proposed landfill site / waste handling facility is licensed. The Service Provider must further provide proof of account/ relationship with the proposed landfill / waste handling facility that will be used for the disposal/ treatment of waste generated at SARS facilities.

ANNEXURE A4: LANDSCAPING AND GARDENING SERVICES

BID:	INTEGRATED SOFT FACILITIES SERVICES
SERVICE CATEGORY:	A4: LANDSCAPING AND GARDENING SERVICES
DOCUMENT	SCOPE OF WORK
SECTIONS	<p><i>Section 8.1. Service definition</i></p> <p><i>Section 8.2. Extent of areas to be serviced</i></p> <p><i>Section 8.3. Service specification and standards</i></p> <p><i>Section 8.4. Service schedule</i></p> <p><i>Section 8.5. Operating hours</i></p> <p><i>Section 8.6. Resources requirements</i></p>

8. SERVICE A4: LANDSCAPING AND GARDENING SERVICES

8.1. Service definition

The Service Provider will be required to provide a comprehensive Garden Maintenance Service which includes the following:

- Daily maintenance which includes but not limited to the following:
 - Lawn maintenance / Maintenance of grassed areas: watering (with a manually operated sprinkler system), cutting lawn and trimming of edges;
 - Plants: plant movement, soil turning and pruning;
 - Planting of new plants as and when required;
 - Maintenance of the irrigation system to ensure good working order: filter and nozzle cleaning to ensure proper spraying functionality; periodic inspection of the sprinkler system
 - Removal of weeds in all ground surfaces;
 - Cleaning of roof and floor gutters, driveways and building exterior floor surfaces; and
 - Ensure proper disposal of garden rubbish in allocated skips.
- Quarterly maintenance which includes:
 - Seasonal preparations for lawn: apply fertiliser & lawn dressing;
 - Seasonal preparations for plant beds: planting new plants, fertiliser and compost.
- Internal pot plant maintenance will include but is not limited to:
 - Maintenance of pot plants;
 - Watering, fertilising and general arrangement;
 - Potting soil to be replaced bi-annually; and
 - Planting of new pot plants as and when required.
- Other services
 - Replacement of sprinkler valves, valve boxes and conduit spares when necessary
 - Lawn replanting as and when required; and
 - Cutting dead and obstructive trees deemed hazardous/ risk in their growth – to be done in consultation with SARS.
- Supply of materials and parts such as chemicals, fertiliser, pesticides and sprinkler parts.

8.2. Extent of areas of to be services

The Service Provider shall provide gardening services for the SARS owned and leased buildings nationwide listed in **Annexure D**.

8.3. Service specifications and standards

- The Landscaping and Grounds Maintenance Service may be integrated with other external Services (such as hard landscaping maintenance) so that there shall be no duplication of tasks in external areas. All external areas shall be maintained in order to ensure the maintenance of healthy and vigorous plants with a tidy weed free appearance.
- All plants in beds and containers shall be maintained so as to ensure a pleasing and tidy appearance. All plants and shrubs shall be maintained so that they are healthy. All plants and shrubs which have died or appear to be dying shall be removed and replaced as soon as possible by a suitable, comparable replacement. Plants chosen shall be low maintenance plants that require common maintenance to remain healthy and attractive.
- Grassed areas shall be maintained to a good aesthetic standard at all times with grass cuttings either composted at SARS Premises and recycled or taken off-site and recycled.
- It shall be considered in every instance whether the use of any form of chemical (for uses including fertilizer, pesticide and herbicide) is strictly necessary before application.
- The use of chemicals specifically approved for the purpose for which it is intended shall be applied as dictated by the Control of Pesticides Regulations, the conditions of approval for the chemicals and any other relevant code of practice.
- All chemicals shall be applied in accordance with manufacturers' instructions and in accordance with all relevant Health and Safety codes.
- A maintenance schedule shall be implemented to ensure:
 - All plant specimens shall be kept to a height and form which is safe and accords with good horticultural practice;
 - All pots/ containers are cleaned and replaced where necessary;
 - All external soft landscaped areas are kept safe, clean and tidy;

- Planned and Reactive Maintenance activities maintain areas of soft landscaping and planting safe, free of defects and prevent any dangers or hazards to SARS, its staff and Building Users;
- All areas are kept free of an accumulation of leaves, weeds and any other solid matter;
- The Service Provider is required to undertake pro-active reporting of damaging plant growth, i.e. ivy damaging property, Japanese knotweed etc.;
- All external hard surfaces are kept reasonably free of weeds, moss, lichen or any other organic growth and litter so as to present a tidy appearance at all times;
- All trees are maintained to ensure the safety of SARS, its staff and Building Users.

In the first 2 Months from the Contract Commencement Date a tree survey is to be undertaken documenting as a minimum; species; height/diameter; age of the tree; location; condition; overall health of the tree (known diseases); Tree Preservation Order (TPO) in place, maintenance programme throughout the Contract (to include any specific hazards); and life expectancy. Thereafter, and in agreement with SARS, only trees requiring regular maintenance or those at risk (location, disease, health etc.) will require subsequent annual tree surveys.

8.4. Service Schedule

The Service provider shall render the following services:

Lawn Maintenance

The following services will be rendered **daily** in respect of lawn areas:

- Mowing of lawns;
- Trimming of edges;
- Mowing lawns on pavements to a height of 25mm;
- Application of Fertilizers; (fertilizers supplied by the Service provider)
- Pest eradication of lawns and plants;
- Weed control;
- Watering with a manually operated sprinkler system;
- Seasonal preparations for lawn: apply fertiliser & lawn dressing; and
- Perimeter maintenance

- Veld grass within the perimeter of both SARS Sites shall be mowed to a height of 150mm
- Maintenance and repairs of Irrigation Systems (where such systems are present);
- filter and nozzle cleaning to ensure proper spraying functionality;
- Identify and report damaged sprinkler
- Establishment of new lawn and beds and subsequently manage.
- Ensure proper garden waste removal

Specific requirements for the maintenance and treatment of lawns and other grass areas

- Lawns must be watered with the existing sprinkler systems and in certain cases, as indicated, with hosepipes when required.
- Application of fertilizer on all lawns must take place twice a year in accordance with the Contract Manager's prescriptions.
- Application of pesticides for pests such as moles, crickets and termites must be done as soon as they appear, in accordance with the directions and under the direct supervision of the Contract Manager.
- Spraying of weed killer where broadleaf weeds appear must be done in accordance with the directions and under the direct supervision of the Contract Manager.
- Scarification and aeration of lawns to be performed in areas of compaction at the request of the horticulturist.

Shrubs and ground cover areas

The following services will be rendered:

- Cutting back of shrubs and bushes;
- Cultivation and weeding;
- Removal of weeds in all ground surfaces;
- Pruning;
- Application of Fertilizers; (fertilizers supplied by the Service provider)
- Watering;
- Maintenance and repairs of Irrigation Systems (where such systems are present);
- Garden waste removal.

Trees

- Cultivation and weeding;
- Pruning (minimal formative pruning);

- Watering;
- Tree felling
- Winter pruning
- Low & dead branches, fallen branches
- Remove fallen trees as and when required
- Maintenance and repairs of Irrigation Systems (where such systems are present);
- Stakes and ties;
- Pest eradication;
- Leaf litter, garden refuse and cut off removal to compost & chip site.

Specific requirements for the maintenance of trees

- All dead tree branches must be cut off regularly.
- All sucker shoots on all trees on the campus must be cut out continuously under supervision of the Contract Manager.
- Low hanging branches of all trees on sidewalks, lawns or any other areas where people walk, must be cut off regularly under the supervision of the Contract Manager or her authorized deputy in such a way that people may walk under the trees with ease.
- An eye must be kept on all trees to ensure the early identification of disease or pests, which must be reported to the Contract Manager and then sprayed with the required pesticide in accordance with instructions.
- Newly planted trees must be watered once a week until reasonably established.
- All dead, damaged or stolen trees must be reported to the Contract Manager immediately for regular replacement.
- Safety with regard to chain saws and the use thereof, is of paramount importance, as this equipment can be life threatening. It is imperative that extreme caution and all safety precautions be taken, when operating such equipment. The contractor will ensure that operators wear effective safety clothing, that the equipment is safe and operated safely at all times. The contractor accepts responsibility for the safety of his staff as well as that of all other persons in the vicinity at time of tree cutting operations. It is imperative that the operator is adequately trained in the use of the equipment, operator certificate might be required.
- The contractor will ensure that only trained individuals will operate dangerous tree cutting equipment.
- Pruning of branches encroaching onto buildings and windows.

- Cutting down and cutting up of dead trees wherever they occur and the removal of the stumps.
- Cutting down and cutting up of trees that have fallen over, as a priority as they sometimes cause obstruction and become a safety hazard.
- Propping up of young trees with poles to ensure that they grow straight and to prevent incidental damage. This includes all trees that do not yet have strong stems that cannot stand-alone and have been blown crooked by the wind. All trees must therefore be effectively propped and when wire is used to tie the tree to the prop it should be covered with a protective sheath so as not to damage the tree in any way. As soon as a tree no longer needs a prop it should be removed and re-used for a younger tree.
- No tree or part thereof may be cut or sawn without the permission of the Contract Manager.
- Young trees with stems thinner than +/- 15cm must have a bed around them of 50cm diameter. No weeds or grass shoots may be present in these beds.
- In the Instance where a tree thinner than 15cm is planted outside a bed, the stem should be covered with PVC piping. The Contract Manager will assist with the preferred method.
- The Contractor will assist the Contract Manager with the arrangements and preparation for Tree planting days - on request.
- All branches and other pieces of wood removed from trees must be disposed of at the designated area.

Paving, gravel, rock elements and gutters

- Weeding;
- Sweeping;
- Cleaning;
- Leaf litter, garden refuse removal

Specific Requirements for the Maintenance of Paving, gravel, rock elements and gutters

- Hard elements include the following: pavements, paved areas, tarred roads, parking and gravelled (all types and colour) areas.
- These areas must be swept up to and against the curb as required to ensure a reasonable appearance of neatness. There must never be refuse like paper and tins lying around. Any refuse such as tins, paper, plastic, etc. must however be removed daily and taken to the designated areas. Weeds along the curb edges must be

removed regularly. Weed killer may be sprayed on young, growing weeds in these areas in accordance with the prescription and under the supervision of the Contract Manager. Large, established weeds must be removed with roots and all, by hand. It may be necessary from time to time to sweep these areas more often, during special occasions, at request of the Contract Manager.

- All refuse including paper, tins, etc. must be removed from these areas at least once a day.
- All weeds and grass must be removed from all hard elements as described above
- The Contract Manager will request that specific hard elements be specially cleaned for important SARS functions or special occasions from time to time.
- All refuse must be placed in refuse bags and taken to the designated area in time for it to be removed on the same day. No refuse may be left overnight.
- In cases where mechanical sweeping equipment is used, care must be taken to ensure the safety of all concerned and that only properly trained operators are allowed to handle such equipment.

Flower beds/Plants

- Cut back of flowers and plants twice yearly
- Feeding of roses and plants (fertilizers supplied by the Service provider)
- plant movement, soil turning and pruning;
- Seasonal preparations for plant beds: planting new plants, fertiliser and compost.
- Seasonal planting of new plants as and when required;
- Dead or dying plants:
 - Where a plant is deemed to be dying or dead an investigation must be conducted to identify the cause.
 - Cause/issues identified as abuse on the part of SARS staff e.g. pouring old tea and coffee into the plants/roses then the service provider cannot be held responsible.
 - Cause/issues identified as neglect on the part of the Service Provider e.g. lack of maintenance then the Service Provider will purchase a new plant of a similar nature and of equal quality.

Specific requirements for the maintenance and treatment of Flowerbeds

- To ensure weed-free flowerbeds at all times, weeds must be removed on a continuous basis.
- Paper and other refuse must be removed on a continuous basis.

- Fertilizer and compost must be applied during the growing season as requested and directed by the Contract Manager.
- The Contractor and his supervisor must continuously be on the lookout for diseases and pests and report them to the Contract Manager immediately and then apply the required pesticides as directed.
- Flowerbeds/plant containers must be watered with the existing sprinkler systems, or hosepipes where required.
- When it rains, it is not necessary to water and the contractor is responsible for the disabling of the automatic sprinkler systems at such times. Watering must be done in accordance with the program and length of watering periods, as supplied by the Contract Manager from time to time. Water must not be wasted. The Contract Manager will inform the contractor of areas where an overlapping of lawns and flowerbeds occur and give guidance.
- The pruning of shrubs, roses and hedges etc must be done at the proper time and in the correct manner, in accordance with the directions and under the supervision of the Contract Manager.
- Plants requiring special treatment will be identified by the Contract Manager and specific instructions issued.
- Shrubs and other plants that could cause damage to walls and windows must be reported to the Contract Manager to obtain instructions regarding the prevention of damage.
- In order to ensure that no paper, tins or any other refuse accumulates in flower beds or in and around plants, the grounds must be cleaned and swept, as required, right up to and against the walls of all buildings.
- All climbers against buildings, must be cut back regularly to ensure that they do not cling to the walls and cause any damage.
- All the above-mentioned conditions are necessary to ensure that the campus is neat and pleasing to the eye.

Firebreaks

Cut all grass to a maximum height of 150mm and a fire belt of at least 1,5 metre, or as otherwise agreed, parallel from each boundary but in accordance with Applicable Laws.

Maintenance of indoor plants

The following services will be rendered in respect of indoor plants:

- Weekly watering, fertilising and general arrangement;

- Daily removal of litter from pots;
- Potting soil to be replaced bi-annually;
- Planting of new pot plants as and when required.
- Dead or dying plants: Where a plant is deemed to be dying or dead purchase a new plant of a similar nature and of equal quality

Irrigation System

The Service Provider will be responsible for the maintenance of the irrigation system and replacement of sprinkler valves, valve boxes and conduit spares when necessary.

Specific requirements for the Maintenance of Sprinkler Systems

- After use, all sprayers must be inspected to ensure that they are in good working order.
- During operation all sprayers must be inspected to ensure that the intended spray area is covered adequately. If necessary adjustments should be made immediately to minimize water wastage.
- Adjustments should be made in such a way that all areas of lawn and beds receive the correct amount of water. Not too much or too little.
- Due to the difference in spray volumes for different sprayers it must be ensured that all sprayers are set correctly. The program agreed upon by the Contract Manager and the contractor must be followed religiously and no deviations will be allowed without the permission of the Contract Manager. This also applies to automatic sprinkler systems. As the seasons and weather patterns have an effect on watering times the program should be adjusted to accommodate these changes on a regular basis in conjunction with the Contract Manager. No watering may be done when it rains.
- Should any sprayers or sprinkler pipes require repair or replacement the matter should be reported to the Contract Manager.
- The contractor must ensure that all manually operated sprinklers are turned off every afternoon. He must make a telephone number available where he can be contacted after hours, should any taps not be closed, for whatever reason.
- The automatic sprinkler system must be operated at night. Any problems arising during such operations must be handled by the contractor.

Fertiliser

- Lawns & beds
- Composting

The schedule is summarised as follows:

Description	Timing
1. Fertiliser <ul style="list-style-type: none"> • Lawns and beds • Composting 	2 x per annum 1 x per annum
2. Weeds: <ul style="list-style-type: none"> • Lawns • Car shelters • Roads • Fences • Substation • Eradicating of parasite plants 	1 x per annum 4 x per annum 1 x per annum (SARS will log a call) (SARS will log a call)
3. Pruning <ul style="list-style-type: none"> • Low and dead branches, fallen branches • Tree felling • Winter pruning • Remove fallen trees • Remove dead trees • Rehabilitation of plants 	1 x per month and as requested when necessary. Daily As required As required As required As required
4. Lawn <ul style="list-style-type: none"> • Planting in shades • Upgrading of lawns 	As required As required
5. Flower beds <ul style="list-style-type: none"> • Plant empty spaces • Upgrading • General maintenance and aftercare 	As required As required 1 x per month/ As required
6. Garden Rubble <ul style="list-style-type: none"> • Remove 	Daily
7. Potplants <ul style="list-style-type: none"> • Maintain and watering • Renewal pots/plants • Supply of new pot plants 	2 x per week As required At cost As required
8. Roads and Car Shelters	

<ul style="list-style-type: none"> • Sweep and cleaning (grid at car shelters) • Clean car shelters roof • Normal debris • Post storm cleaning • Braai areas • Parking areas and all hard surfaces • Treat spillage • Repair pot holes • Repair paving 	<p>As required</p> <p>As required</p> <p>2 x per annum</p> <p>2 x per week / As required</p> <p>As required</p> <p>As required</p> <p>As required</p> <p>As required</p> <p>As required</p> <p>As required</p>
<p>9. Electric Fence</p> <ul style="list-style-type: none"> • Clean debris • Spray weeds 	<p>2 x per week/ As required</p> <p>2 x per week/ As required</p>
<p>10. Irrigation</p> <ul style="list-style-type: none"> • Operate stations/dragline • Set pumps and check • Repairs to sprayers • Open mainlines and backfill • Pump repairs by facilities 	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>As required</p> <p>As required</p>
<p>11. Water features</p> <ul style="list-style-type: none"> • buildings 	<p>Daily</p>
<p>12. Bore Hole Pump, Sump Pumps, Reservoirs</p> <ul style="list-style-type: none"> • Monitoring, record status & report • Clean • Ensure open water flows • Ensure open overflows • Monitor & record rain gauge 	<p>Daily</p> <p>Daily</p> <p>1 x per month</p> <p>Daily</p> <p>As requested</p>
<p>13. Rubble</p> <ul style="list-style-type: none"> • Level & clean all areas of trenching • Clean/pick up paper, tins, bottles and other rubbish on campus & all gate entrances • Wash waste bins • Sweep entrances & around buildings 	<p>As required</p> <p>Daily service provider supply refuse bags</p> <p>As required</p>

	1 x week
14. Storm water control (Lehae): <ul style="list-style-type: none"> • Post storm cleaning of all exits-pipes & fences- all campus • Drop lawn (levels) open trenches 	As required 1 x per annum/ as required

8.5. Garden services operating hours

SARS operates on an 8 hour shift routine from Monday to Friday for the majority of its operations. The garden service times should commence from 06h00 – 15h00 for the team. Weekend work should be confirmed with SARS in advance for services that will affect SARS normal service operations.

8.6. Garden services personnel and on site management

The Service Provider will supply SARS with a Supervisor on site and gardening technicians to meet the requirements of each site. The staff complement should cover all day to day gardening requirements to ensure the facility is well maintained and job descriptions of team members need to be provided, and this staff compliment need be maintained throughout the contract duration.

8.7. Minimum garden services consumables and equipment to be supplied

The Service Provider will be expected to provide all equipment required for the rendering of the service including those to be used for ad-hoc services (an inventory list must be submitted for all equipment). It will be The Bidders' responsibility to ensure that all equipment is available, maintained and accounted for on a periodic basis.

The following to be supplied by the contractor:

- Lawn mowers
- Leaf blowers
- Irrigation spares
- Fertiliser
- Soil Analysis
- Compost
- Approved pesticides, herbicides and fungicides
- Mulch for tree bowels with mulch
- Screening material for newly planted tress

- All plants
- Pots for plants
- Top dressing sand

8.8. Site specific scope

The recommendations in the request for proposal should provide detailed specifications on Gardening and Landscape management and maintenance strategies to be implemented by the bidder for provision of the services required by the SARS

The Gardening and Landscape and management strategies to be proposed should include the use of a variety of environmentally friendly, SABS approved and animal safe pesticides or chemicals. The successful bidder will be required to provide Material Safety Data Sheets (MSDS's) for the chemicals to be used for the various sites, also considering the various climatic conditions.

The service provider should demonstrate extensive experience in dealing with gardening and landscape services of similar scope and environment as that of SARS, with specific considerations to flora and fauna, and the health and safety of its employees.

Overall responsibility for the service provider is to manage, maintain, and protect the vegetation in an environmentally acceptable manner, according to the scope of works provided in this RFP.

To provide the necessary materials, resources, equipment, and labour required in the execution of Gardening and Landscape services required for the performance of the contract.

Propose herbicide compounds, formulations and application methods which present the lowest potential hazard to humans and the environment in meeting the site specific requirements to maintain the landscape ambience, look and feel of the external environment of the SARS sites.

Provide non-technological methods of horticulture services to protect plant species.

Maintenance and replacement of indoor plants.

Conduct site inspections and provide full recommendations on improvements which can be made to landscaping appearance.

ANNEXURE A5: PROVISION OF CLEANING SERVICES AT PORTS OF ENTRIES AS AND WHEN REQUIRED

1. SCOPE OF WORK

The South African Revenue Service intends to outsource the Contract Cleaning service, to a service provider(s) for enhanced cleaning and decontamination services at the various ports of entries where SARS staff operate from, on an adhoc basis to meet required enhanced cleaning needs due to covid.

The Service Provider will be expected to render a comprehensive cleaning service including but not limited to:

- Scheduled/ routine day-to-day enhanced touchpoint cleaning and disinfection services, (as per the standard cleaning methods indicated in section below).
- Reactionary covid-19 decontamination services (when there is a suspected or positive covid 19 case) as and when required;
- Provision and control of all cleaning staff, cleaning materials and cleaning equipment, uniforms etc. and anything else necessary to deliver on the mandate of the cleaning contract; and
- Distribution and control of sanitary consumables including toilet paper required in the buildings at the various locations of SARS' Operations.

The contract includes the provision and maintenance of equipment and the provision of consumable supplies [cleaning detergents/disinfectants/polishes/finishes, etc.] required for the intended use; is further associated with the cleaning of premises / working environment, and all supplies and equipment associated therewith.

2. EXTENT OF AREAS TO BE CLEANED

SARS operates from various ports of entries across all provinces. The Service Provider shall provide cleaning services for SARS occupied borders nationwide, as indicated in **Annexure D**. All the borders in the will participate in this contract “*as and when*” required.

3. NUMBER OF CLEANERS

A recommended minimum number of cleaners, supervisors/ team leaders are indicated below.

Table 6 –cleaners

NAME OF BUILDING	NUMBER OF CLEANERS	NUMBER OF SUPERVISORS/ TEAM LEADERS
Customs Border posts listed above	1 Female & 1 Male	1

4. MINIMUM REQUIRED CLEANING EQUIPMENT

List of equipment required, but not limited to:

- a) Low noise industrial vacuum cleaners;
- b) Industrial Mops;
- c) Janitorial trolleys (single and double);
- d) Step ladders (short and long);
- e) High pressure cleaners;
- f) Industrial scrubbing machine with buffing accessories;
- g) Microfiber colour coded cleaning clothes;
- h) Brooms, hand carpet brush, dust pans;
- i) Electrical extensions; and
- j) Wet floor caution signs, etc.

5. WORKING HOURS

The borders operate on a 7 days, 24 hour working environment and will have split shifts, (morning and the night and this refers to also weekends as and when required).

Table 7 - Service Provider(s) Normal Working Hours

NAME OF BUILDING	WORKING DAYS/H OURS [EXCLUDING PUBLIC HOLIDAYS]	SITE ACCESSIBILITY
Customs border posts (listed above)	Monday to Sunday 24 hrs	Monday to Sunday 00H00 to 00H00

The Service Provider will also be expected to provide stand by duties for decontamination 24 hours a day 365 days in a year.

6. CLEANING SPECIFICATIONS

The following specifications are the minimum requirements of SARS. Failure to comply with the minimum requirements will be regarded as non-compliance. Bidders should note the key service areas found in each building, including floor surface specifications and wall finishes in each area to quantify the scope of works within the buildings and each accommodation type.

The Service Provider must use SABS approved cleaning detergents, disinfectants and any cleaning chemicals. The Service Provider shall utilise EPA-recommended surface disinfectants identified against the virus that causes COVID-19.

The Service Provider shall be required to supply a list of all the cleaning material and chemicals including **the Material Safety Data Sheets (MSD) on award**. SARS encourages The Service Provider s to strive to move towards a totally “green” solution. It shall be the Service Provider’s responsibility to maintain clean, safe, healthy facilities and eliminate contaminants that might affect SARS employees’ and other stakeholders’ health, performance and attendance.

6.1. CLEANING METHODS

The specifications and frequency schedules below provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted in accordance with SARS requests, mutual arrangements or to ensure a better service.

Notwithstanding the foregoing, all areas with a higher occupancy (feet traffic) will be expected to be serviced more frequently in order to meet minimum standards to ensure an “always neat” appearance.

In general, it is accepted, as far as corporate images are concerned, that the Service Provider will take just as much pride in the neat appearance of the buildings, as SARS does. Furthermore, it must be noted that the minimum service requirement will be adherence to the standard set for the cleaning industry, as per the National Contract Cleaners Association.

This information will be used in the development of the SLA.

Table 8 Specification per service area

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
Vinyl floor coverings	Mop floors	Alternate days	Daily
	Sweep with a chemically impregnated mop (High traffic areas)	Daily	Daily
	Wash vinyl floors	Weekly	Weekly
	Scrub vinyl floors to remove marks	When necessary	When necessary
	Polish with rotary machine: non-slippery polish must be used i.e. use energy efficient vacuum cleaners and polisher	Alternate days	Daily
	Spray buff	2 x Week	2 x Week
	Strip and seal	Twice per annum	Twice per annum
	Strip and seal where sealing is worn	On Request	On Request

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
Wooden floor coverings	The same method to be used as for vinyl floors except that a special wood sealer must be used, and for polishing a non-slippery polish containing wax must be used	Alt days	Daily
Marble, terrazzo, ceramic, clay and quarry tiles	Sweep and damp mop floors	Alternate days	Daily
	Use a mop and clean water to remove marks	Alternate days	Daily
	Buff floors with a rotary machine with approved brushes. Under no circumstances may soap or acidic agents be used – surfaces may be washed with water only.	Alternate days	Weekly
Carpets	Vacuum with an approved vacuum cleaner: Open offices and other open areas	Alternate days	Daily
	Single offices	Weekly	Daily
	Remove dirty marks	Ongoing when required	Ongoing when required
	Shampoo of carpets with cleaning agents that are environmentally friendly	Once a year	Once a year
Interior	Sweep	Daily	Daily

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
granolite and other ceramic tiles	Scrub with soap and water	Weekly	Weekly
Building surroundings and covered areas	Remove refuse from refuse bins	-	Daily
	Sweep connecting passages and patio areas	Weekly	Weekly
	Wash connecting passages and patio areas	Daily	Daily
	Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse materials	2 x Week	2x Week
Wall paintwork, wood panelling and other surfaces	Clean walls, wood panelling and other partitions with a soft damp cloth	Weekly	Weekly
	Remove all finger marks from walls, doors and electric switches	3 x Week	Daily
	High inside walls to be cleaned with squeegee (with extension)		Monthly
	Remove all posters, notices, pamphlets, brochures, etc. from any surface other than notice boards and report damages to paint or wood	Daily	Daily
	Clean all doors, handles, and remove all finger marks	Daily	Daily

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
	Clean all light switches, controllers, etc. removing all marks	Daily	Daily
	Clean all shine metal, name boards,	2 x Week	2 x Week
Glass partitions	Remove spots or dirty marks on glass doors, steel cabinets and glass partitions	3 x Week	Daily
Roller blinds and Louver drapes	Wash with antistatic solution and soap	Quarterly	Quarterly

7. STANDARD CLEANING METHODS FOR SERVICE AREAS

The Service Provider needs to take into account the following cleaning standards and norms which need to be applied during the course of the service. The specifications as mentioned on the previous pages are also applicable in these areas and vice versa.

AREA	STANDARD CLEANING METHOD	FREQUENCY
Offices	Empty all rubbish bins	Daily
	Empty recyclable bins/box	Daily
	Polish desk tops and office furniture, according to the manufacturer's specifications	Monthly
	Dust all horizontal surfaces with a damp cloth, according to the manufacturer's specifications	Daily
	Dust high sills/ledges and light fittings	Weekly
	Wipe and disinfect telephones with a damp	Weekly

AREA	STANDARD CLEANING METHOD	FREQUENCY
	cloth	
	Dust window sills and lower surfaces with a damp cloth	Weekly
	Dust picture frames with a damp cloth	Weekly
	Dust blinds with a damp cloth	Weekly
	Vacuum carpets with lean equipment that uses less electricity and water.	Weekly
	Walls and metal surfaces	As per spec above
	Clean door handles with a disinfectant	Daily
	Remove spots on glass doors, steel cabinets	Daily
	Vacuum carpets with oxine spray.	Monthly
	Dust vertical surfaces (cupboards, cabinets, etc.)	Weekly
Reception areas, Foyers, Entrances and Verandas	Sweep entrance stairs	Daily
	Clean door mats, according to manufacturer's specifications	Daily
	Clean entrance doors	Daily
	Wash entrance stairs	Daily
	Clean door handles with a disinfectant	Daily
	Wash floors and buff, according to manufacturer's specifications.	Daily
	Dust light fixtures and shades	Weekly
	Sweep entrance stairs	Daily
	Clean and disinfect door handles and railings	Monthly
Boardrooms, Meeting room, auditoriums, conference areas	Boardroom must be cleaned before 07:30 or according to time schedule/arrangement	Daily
	Wash and clean black, green and/or white boards.	2 x Daily
	Mop floors, according to manufacturer's specifications. Vacuum carpets of boardrooms	Weekly

AREA	STANDARD CLEANING METHOD	FREQUENCY
	Dusting of all surfaces. Damp wipe tables and set up boardrooms with glasses and water jugs per booking schedule of boardrooms. Provide water, tea, coffee, etc.	As per booking schedule / daily
	Washing of dishes, including cutlery and crockery used during meetings. Set up tables in pause areas with cutlery, crockery, tea coffee, etc. as per booking schedule of boardrooms. Clear boardrooms of used cutlery, etc. after every meeting	Daily / On demand
Kitchens, pause areas Kitchen, Fixtures and Appliances, incl.	Kitchens must be cleaned before 07:30 or according to time schedule/arrangement	Daily
	Wash floors with mop and soap, according to the floor cover type manufacturer's specifications.	Daily
	Wash work top surfaces with disinfectants	Daily
	Clean upholstered furniture	As per spec above
	Use reusable microfiber cloths instead of disposable cloths.	Daily
	Wash tiles where required with disinfectant, according to the manufacturers specifications.	Daily
	Empty and wash rubbish bins	As per spec above
	Washing of dishes in all kitchens (Wash crockery, cutlery, water-bottles and decanters)	Daily
	Dry wipe and sanitise all fixtures to ensure they are free of grease, dirt, dust, marks, stains and cobwebs.	Daily

AREA	STANDARD CLEANING METHOD	FREQUENCY
	<p>Wash refrigerators/freezer's internal surfaces to remove dirt, food smudges and smears.</p> <p>Dry wipe and sanitise the insides and outsides of electrical equipment, i.e., microwaves, toasters, coffee machines, etc.</p> <p>Defrost freezer and fridge and remove unwanted food, smells, etc.</p>	Weekly
	<p>Empty waste bins and wipe if required and replace bin liners if required. Odourless and clean</p> <p>Replenish hand towels</p>	Twice daily
	<p>Wash crockery and cutlery, dry and store after every meeting and store away at the end of the day.</p> <p>Clean and sanitise all basins.</p> <p>Mop clean floors with disinfectant to ensure no visible marks.</p> <p>Damp wipe and disinfect countertops.</p> <p>Damp wipe and disinfect cupboards storage areas.</p> <p>Damp wipe and sanitise tables and chairs.</p> <p>Clean out and refill hot water Urns when required.</p>	<p>Daily</p> <p>As and required</p>
Refrigerators	Damp wipe top.	twice a week
	Remove contents & damp wipe shelves, doors and sides.	Weekly
	Defrost and clean shelves and inside surfaces.	As necessary
Rubbish Removal	Ensure that clear bins bags are used at all times	Daily
	Sort refuse from the bins.	

AREA	STANDARD CLEANING METHOD	FREQUENCY
	Empty bins from offices, kitchens, pause areas and conference room. Empty, clean, wash and disinfect all waste bins, receptacles.	Weekly or as necessary
	Remove stains and disinfect bins. Remove waste in clear plastic bags to disposal area. Recycled waste should not be mixed with non-recyclable waste.	Daily
	Wash bins	2 x Month
	Remove all refuse in plastic bags to a designated collection area.	Daily
	Containers of the cleaning materials should be disposed of, reused or recycled according to their instructions and the hazardous waste laws of South Africa.	When required
Ablution facilities (Toilets, urinals, basins, showers, etc.)	Empty and clean all rubbish and hand paper towel bins, excluding the sanitary and nappy bins.	Daily
	Wash and disinfect all toilets, wash basins,	Daily
	Clean mirrors	Daily
	Clean and disinfect door handles as well as toilet handles and taps	Daily
	Replenish toilet paper, hand soap and hand towels.	Daily
	Replenish packet liners	Weekly
	Replace seat spray sanitizer.	Every 2 weeks
	Replace batteries for dispensers (six monthly per dispenser)	Six-Monthly
	Remove marks on walls, doors, partitions and electric switches	Every 2 weeks
	Wash inside windows with a disinfectant	Daily

AREA	STANDARD CLEANING METHOD	FREQUENCY
	Dust light fittings and shades	Weekly
	Buff floors (where required), according to the manufacture's specifications.	4 X per year or when required
	Remove scaling deposits	Monthly
	Remove soilage from bowl and under flush rim with hard surface cleaner and brush necessary	Daily
	Wet wash seat and lid, cistern and pipes, etc. Disinfect all components	Daily or as necessary
	Wash floors with disinfectant	Daily
	Wash walls	Daily
	Scrub shower mats with disinfectant	Daily
	Put shower mats outside in the sun	2 X Monthly
	Wash rubbish bins, excluding hygiene and nappy bins	Weekly
	Clean and polish shiny metal surfaces High traffic areas (during conferences, etc. In public areas such as cafeterias, etc.) <u>Note: All door handles, taps and toilet handles in cloakrooms and showers must be washed and disinfected</u>	Daily
Building surroundings and covered areas	Remove refuse from refuse bins and sort	Daily
	Sweep connecting passages and landing areas	Weekly
	Wash connecting passages and landing areas	Daily
	Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse	2x Week

It is The Service Provider 's responsibility to ensure that all areas of the facilities are kept clean at all times and to perform a continuous audit ensuring adequacy in the frequency of cleaning and methodology.

The cleaning frequency must be adjusted during times of high foot traffic or exceptional use in order to maintain a high level of service and customer satisfaction. The Service Provider must establish the location of those areas and make provision for frequent and additional service in order to ensure an always neat, tidy and hygienic facility.

8. CLEANING SCHEDULES FOR PRIORITISED TOUCH AREAS FOR COVID-19 PREVENTION

8.1. Enhanced cleaning program for high touch surfaces in common areas

Area/Item	Method	Frequency/Comments
Reception counters / Security desks	Clean and wipe with an alcohol based detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry
Access doors, Turnstiles, Door handles, light switches, handrails, lift buttons, handrails	Clean and wipe with an alcohol based detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry
Printer / Scanner area	Clean and wipe with an alcohol based detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry

8.2. Meeting rooms

Area/Item	Method	Frequency / Comments
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Door handles, light switches	Clean and wipe with an alcohol based detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.
Boardroom tables/ desks	Clean with disinfecting detergent and warm water.	Daily every two hours or after every meeting and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.
Armchairs	Wipe with sanitising chemical and clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.

8.3. Kitchens and pause areas

Area/Item	Method	Frequency / Comments
Wash hand basins, taps, urns	Clean with disinfecting detergent and warm water.	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.
Wash fridges and microwaves and cabinets	Clean with disinfecting detergent and warm water.	At least twice daily and immediately if soiled. If soiled following cleaning, disinfect, rinse and dry.
Pause area/kitchen chairs and tables	Clean and wipe with an alcohol based detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.

8.4. Toilet area

Area/Item	Method	Frequency / Comments
Wash hand basins, taps, surrounding counters, soap dispensers.	Clean and wipe with an alcohol based detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.
Both sides of toilet seat, toilet handles, door knobs or cubicle handles	Clean with disinfecting detergent / sanitising chemical, warm water and appropriate colour coded clean cloth	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.
Toilet bowls	Use disinfecting toilet cleaner as per manufacturer's instructions.	Daily every two hours and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.

8.5. Office areas

Area/Item	Method	Frequency / Comments
Single occupant/ non-shared workstations	Wipe with sanitising chemical, warm water and appropriate colour coded clean cloth.	Daily in the morning to minimise exposure Follow the manufacturer's instructions for all cleaning and disinfection products. SARS staff to utilise wipes and disinfectant to sanitise regularly.
Accessible walls	Wipe clean with warm water and disinfecting detergent.	Routine daily cleaning required except in areas of frequent hand contact, such as lower wall/door frames twice daily.

Waste Bins	Wipe clean with warm water and disinfecting detergent.	Daily and immediately if soiled i.e. if soiled, following cleaning, disinfect, rinse and dry.
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9. GENERAL CONDITIONS AND REQUIREMENTS

9.1. Identification of personnel

- SARS will issue all of the Service Provider's staff with personal identification tags at the Service Provider's cost. It will be the responsibility of the Service Provider to ensure that all cleaning personnel on site display their identity tags at all times in such a way as to be fully visible. Subject to satisfying the foregoing, staff failing to display their identification tags may be removed from the site. The Service Provider must take responsibility for deactivation of such cards in cases where staff is no longer in the service of the Service Provider or at the expiry of the contract.

9.2. Staff medical fitness

- SARS reserves the right to require that all Service Provider's personnel be certified fit for duty.

9.3. Uniforms and Personal Protective Equipment

- All Service Provider's staff must wear protective uniforms, headgear (including goggles, visors and masks) and fully covered shoes and/or boots and gloves (appropriate to their tasks and functions) whilst on duty. The Service Provider shall supply all uniforms, which shall be of good quality and in a style approved by SARS. All uniforms must bear the name and logo of the Service Provider. Uniforms are to be worn at all times, without any exception.
- The Service Provider shall ensure that all its personnel employed in rendering of the Service are at all times whilst on duty, neatly dressed, presentable and hygienic.
- The Service Provider shall provide uniforms annually.

9.4. Minimum wages

- It is expected that The Service Provider shall pay his/her employees at least the minimum monthly basic wage in terms of the contract cleaning Sectoral Determination promulgated under section 51 of the Basic Conditions of the Employment Act, No 75 of 1997.
- It is also expected that The Service Provider shall register his/her employees in accordance with Contract Cleaning National Provident Fund (CCNPF), which was established and registered in terms of the Pension Funds Act, No 24 of 1956, as amended.
- The Service Provider must also be registered with the Unemployment Insurance Fund and Worker's Compensation Fund.

9.5. Control of materials, equipment and consumables

All materials and cleaning equipment should be provided by the Service Provider and shall be SABS approved. SARS reserves the right to approve cleaning materials, and cleaning chemicals prior to the use thereof.

- The Service Provider will be required to submit a register outlining the name of the cleaning product, the quantity used and the tasks the chemicals was used for shall be provided on a quarterly basis.

The Service Provider must ensure that enough back-up cleaning material is specifically kept on site to guard against sudden shortage thereof.

The Service Provider shall be responsible for the replenishing, safe storage, distributions and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.

Should any of its staff members be found to be pilfering, the resultant cost shall be recoverable from the Service Provider.

SARS will provide what it deems as adequate lock-up facility for the safekeeping of the stock and equipment. The exact allocation of facilities will be agreed upon once the needs of both SARS and other Service Providers have been determined. The Service Provider shall have access to such facilities for the duration of the contract only.

The Service Provider shall have use of water and electricity, change rooms / rest room free of charge. The exact allocation of facilities will be agreed upon once the needs of both SARS and other Service Providers have been determined.

The Service Provider shall ensure that all their staff comply with the regulations in terms of use of the facilities.

The Service Provider shall not be entitled to store or leave goods or articles on the floors and offices, for example in the entrance hall, corridors, hallways or the steps, other than in the lock up facility.

Upon termination and / or conclusion of the contract, the Service Provider shall remove all its equipment and material from the premises and hand back keys to SARS.

9.6. Occupational Safety and Health

The Service Provider will ensure that all work performed and all vehicles, plant and equipment brought onto or used on site complies with the Occupational Health and Safety Act, 1993 (Act No 85 of 1993) as well as the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No 130 of 1993).

9.7. Regulatory compliance

The Service Provider's staff shall be required to comply with all relevant statutory and regulatory requirements applicable to the contract cleaning services industry.



ANNEXURE D - TECHNICAL EVALUATION CRITERIA BREAKDOWN

ANNEXURE C: RETURNABLE CHECKLIST AND DOCUMENTS

ANNEXURE D: SCHEDULE OF BUILDINGS THAT WILL PARTICIPATE IN THE CONTRACT