



## **Annexure A**

**Reference: RFP 44/2025  
Appointment of a Suitable Service Provider  
for Provision of a “Turn-Key” Office  
Accommodation Solution for the Lease and  
Fit-out of a New SARS Durban Regional  
Campus.**

**Business Requirements Specification (BRS)**

## 1. KEY INFORMATION

The South African Revenue Service's (SARS) Strategic Plan presents an inspirational vision to build "a smart modern SARS, with unquestionable integrity and a trusted and admired organization". It sets out a clear Strategic Intent "to follow the internationally recognized approach of Voluntary Compliance" and Modernizing SARS. These SARS strategic objectives underpin the higher purpose enabling government to build a capable state; foster sustainable economic growth; and advance social development that serves the wellbeing of all South Africans. With the strategic intent to modernize; SARS is considering alternative office accommodation for the Durban Central Office located at 201 Dr Pixley ka Seme Street, with GLA measuring approximate 23 105 m<sup>2</sup>.

The new proposed property must align with the latest SARS Corporate Accommodation Standards with targeted occupation ratio of 7 to 9 square meters per person. The new standards also segregate public service points from corporate offices spaces as the new building will only accommodate corporate functions and appointment-based client and taxpayers engagements. The new building will not accommodate general public, walk-in engagements. SARS aim to restructure the property portfolio achieving the following objectives with the Durban programme.

- Segregate Client Engagement Functions from the Corporate Functions providing a Campus Type facility for the Regional Corporate Offices.
- Increase the number of Service Centres for the Durban Metropole.
- Incorporate Conference Facilities into the Regional Corporate Campus.
- Refresh the SARS Corporate Image and standardize building norms and standards.

In achieving the above SARS objectives, bid proposals are requested offering or total accommodation solution for the **Regional Campus in Durban**, providing for a "Turn-Key" solution for the lease and fit-out of the campus type facility either as new or green-field development.

### **Summary of Office Accommodation Requirements:**

- The building must be approximately 16,359m<sup>2</sup> office space with approximate construction area of 24,527m<sup>2</sup>;
- The building must be a multi storey building with parking facilities to accommodate approximately 1328 staff; and
- The building must offer at least 500 parking bays although a ratio of 1 parking bay for every 2 staff members will be preferred.

## **1.1 Corporate Campus locality choice:**

The proposed property, whether a new Greenfields development or a Brown Field development offering an existing building to be upgraded meeting SARS requirements. The preferred location must be within the primary area marked in green; proposals in blue-highlighted areas may also be considered. The locality map indicating areas in the vicinity of the M12 and M4 precinct, a prime part of Durban CBD.

From attached locality map:

**Green – Indicates Primary Area of Interest.**

**Blue indicated secondary area of interest.**

Areas marginally outside the map might be considered, especially for new Green Field options.

Sites with close access to various Public transport options (within 1,1km) is of importance.

Proximity to Durban CBD and beachfront, the International Convention Centre, the Moses Mabhida Stadium and the Durban Station which offers various modes of public transport including rail, bus, taxi etc will be an advantage. It is also SARS intention to support local business and the rejuvenation of the Durban CBD and surrounds committing to the selected area.

The proposed buildings or new developments should be available in a staggered phased approach allowing soonest beneficial occupation of the Corporate Office Campus within 36 months from signing a development agreement (A typical SLA based on the JBCC Agreement) and subsequent lease for the Campus type office space.

## Appendix A: Locality Map



### 1.2 Supplier Performance Management

Supplier Performance Management is viewed by SARS as a critical component in ensuring value for money acquisition and good supplier / or service provider relations between SARS and all its suppliers. The successful bidder shall, upon receipt of written notification of an award, be required to conclude a Development Agreement or Service Level Agreement (SLA) with SARS, which will form an integral part of the supply and lease agreement. The Development Agreement will serve as a tool to measure, monitor and assess the supplier 's performance and ensuring effective timeously delivery of spaces and services, quality and value-add to SARS business.

### **1.3 The SARS accommodation requirements are as follow:**

The building of approximate 16,359m<sup>2</sup> office space with approximate construction area of 24,527m<sup>2</sup> -must be positioned on the site ensuring optimal use of available land, the building must be a multi storey building with parking facilities to accommodate 1328 staff. The building must also accommodate for conference centres that will be used by SARS. The building must offer at least 500 parking bays although a ratio of 1 parking bay for every 2 staff members will be preferred.

The Integrated Service Centres will **not be part of the Regional Corporate office building.**

SARS accommodation standards allow about 9m<sup>2</sup> per person, including circulation, using compact furniture and a mostly paperless office setup. Additional ablution facilities, bigger pause areas and increased collaboration spaces must be provided for in the design comforting staff in the dense populated floorplan. Minimal enclosed offices will be incorporated in the design as dictated by the “Block and Stack” table; part of this document. The characteristics of the building / premises should be a typical high volume people facility with offices, collaboration rooms, conference facility and typical open plan office space accommodation but high end good experience being at the office.

SARS requires that the landlord appoints a full Professional team which should include, but not limited to a (Quantity Surveyor, Architects, Space Planner, All Engineers and Main Contractor) to assist with the internal fit-out of the premises to ensure conformance to all applicable South African statutory regulations, Acts and SARS specific fit-out requirements (Tenant Installation). Details of the landlord’s proposed professional team for the project must be provided as part of the technical information required in this bid document. The said professional team will be responsible for, among others:

- Layout designs and detailed spatial planning, and engineering in consultation with the SARS Development and Project teams, Conceptual working drawings specific to the selected premises
- Securing the necessary municipal approvals.
- Cognizance is given to the fact that the SARS corporate requirements are specific, and bidders may not have compliance with these requirements before entering into a contract with SARS. Bidders are however directed to undertake to have such compliance with these items after an award and upon completion of the projects prior to occupation.

### **1.4 SARS Employees Stacking Order**

The SARS Durban Corporate Campus must offer a total solution accommodating 1328 staff members in with minimum office size amounting to 16,359m<sup>2</sup>. The stacking order and grouped functionalities reflected below:

## Appendix B: SARS Employees Stacking Order

Add Building construction areas												
Fl No	Stacking order	Floor Plate Size	Business Stacking Order	Add Ablutions m²	Add Kitchens	Add Cleaner Store and Change	Add Services DB, IT etc	Total Floor Plate	Variance	Floor size less Primary	Less Meeting rm's etc	Approx Nr of Staff per Floor
												1328
7	Top Floor (Exec and Buss Sar Management)	1620	Exec and Business Management Case Selection/ Specialised Audit/ Debt/ CI / Legal Audit / Enforcement	55.6	12	15	4	1706.6	86.6	1408.00	1288	143
6	Corporate type offices spaces	1620	BU's Above and Forensic Lab/ Investigations etc	55.6	12	15	4	1706.6	86.6	1408.00	1348	150
5	Corporate type offices spaces	1620	Business Operations and Corporate Services/ HR/ Finance/ NOE/ Other	55.6	12	15	4	1706.6	86.6	1408.00	1348	150
4	Operational Offices Enforcement	1620	Operational Office	55.6	12	15	4	1706.6	86.6	1408.00	1288	143
3	Corporate type offices spaces	1620	Customs Enforcement/ Case selection / Investigations	55.6	12	15	4	1706.6	86.6	1408.00	1348	150
2	Customs Operations	1620	Operational Office	55.6	12	15	4	1706.6	86.6	1408.00	1348	150
2	LBI	1620	Operational Office	55.6	12	15	4	1706.6	86.6	1408.00	1348	150
1	Customs Sea Modality Client Area/ LBHW/ Taxpayer Appointment	1620	Customs Client Centre/ Debt Client Centre/ BU Operational Offices/ Voice channels	55.6	12	15	4	1706.6	86.6	1408.00	1288	143
3	Entrances Lobbies Conf Area & Sandwich bar Convenience store services	1680	LBHW/ Centre/ Operational Client Centre	55.6	12	15	4	1766.6	86.6	1468	1348	150
-1	Lower Floor Conference (2 Area)	811.9	Operational Office and Conference	55.6	12	15	4	838.5	86.6			
								16317.9	866			
-2	Parking	1875			12	30	4	1921				
-3	Parking	1875			12			1887				
-4	Parking	1875			12			1887				
							56.95	56.95				

### 1.5 The Development or Retrofit

As bidders are requested to provide for a total accommodation solution, it will be a specific requirement that the landlord will appoint a full professional team for the final design, engineering related and obtain Council approvals required as per SANS 10400, National Building regulations and any bylaws. Bidders are required to provide full details of the professional team that will be appointed.

It must be noted that SARS will only contribute financially to SARS specific fit-out requirements of the premises and not towards clearing and preparing the premises prior to the SARS specific fit-out. SARS will provide the landlord with concept spatial planning and related fit-out standards specific to the selected premises allowing the landlord Professional team to do the final design, engineer designs and quantify the fit-out.

Cognisance will be given to the security features of the proposed premises such as the location and security incidents found related to the surrounding node. SARS will conduct a further security assessment of the proposed /premises including a physical evaluation of the premises, which will be an integral part of the bid process.

The concept for a SARS “Total Accommodation Solution” as follow:

- Lease of the identified premise/s,
- Landlord to appoint a full Professional Team for the Design incorporating the SARS specific tenant requirements and engineering related to ensure compliances and building performances.
- Internal fit-out must conform to the Professional team engineering, building performances, specifications and drawings.

- Landlord to provide elevation guidelines for the installation of SARS specific internal and external corporate signage.
- Landlord to facilitate City Council approval for the external signage;
- Landlord fit-out of the premise as per SARS requirements
- To be noted, that SARS will be providing solar panels and other infrastructure to be installed by the landlord as part of the fit-out of the leased premises if applicable to the project.
- The landlord must provide standby Generator power as part of the accommodation solution.
- SARS will be responsible for Information Technology infrastructure and cabling.
- SARS will be responsible for Internal security equipment and cabling.
- Landlord to provide post fit-out Maintenance of specific infrastructure related to the leased premise.

A typical SARS office layout is included in this bid document, as a guide to the extent of works related to a typical fit-out of a SARS office.

## 1.6 Post fit-out Maintenance and further ongoing operation maintenance

Bidders must provide a typical responsibility matrix for the fit-out and maintenance of the lease premises including any associated costs related to for inclusion in the financial proposals to SARS. The matrix provided is a guideline only and not limited to or applicable to the specific leased premises.

## Appendix C

<b>RESPONSIBILITY MATRIX</b>			
<b>ASSIGNED RESPONSIBILITIES</b>			
Description	SARS	LANDLORD	COMMENT
Proportionate Preliminaries	X	X	
Demolition & Site Prep		X	
Upgrade Sprinkler System		X	If applicable and future maintenance landlord responsibility
SARS Spec Internal Construction (Ceilings, Ablutions, Drywalls, Demountable partitions, Internal Finishes)		X	Landlord to construct as per SARS approved designs, specifications and instructions. SARS specific requirements and installations will be paid to landlord.
Electrical Installation Principal Infrastructure and COC's		X	Landlord to execute as per Engineer and SARS specifications. SARS specific requirements, designs etc will be paid to landlord.
Electrical Installation IT Room and Security Equipment	X		SARS to execute work in IT room
Mechanical Installation		X	Landlord to install as per Engineer specifications and SARS specific requirements. Any extra over SARS requirements will be paid to landlord.
Fire Detection		X	Landlord to install and maintain for lease period
Proportionate Professional Fees	X	X	SARS will contribute to specify requirements and tenant layout submissions to Council
Signage Costs	X	X	Statutory signage by landlord, Branded signage by SARS
Shop-Fitting	X	X	Shopfronts by landlord funded by SARS, shopfront will be retained after lease expiry at no cost to SARS
<b>SARS DIRECT RESPONSIBILITIES</b>			
Description	SARS	LANDLORD	COMMENT
Security Equipment	X		All installation done by SARS
Security during Constr	X		Guarding service after SARS asset delivery
Furniture	X		Electrical reticulation and connect to desk by landlord, funded by SARS.
Information Technology	X		SARS installations with inputs from landlord

## 1.6 Landlord responsibilities

- Landlord to facilitate City Council approval for the external signage.
- Landlord fit-out of the premise as per SARS requirements
- To be noted, that SARS will be providing solar panels and other infrastructure to be installed by the landlord as part of the fit-out of the leased premises if applicable to the project.
- The landlord must provide standby Generator power as part of the accommodation solution.
- SARS will be responsible for Information Technology infrastructure and cabling.
- SARS will be responsible for Internal security equipment and cabling.
- Landlord to provide post fit-out Maintenance of specific infrastructure related to the leased premise.

A typical SARS office layout is included in this bid document, as a guide to the extent of works related to a typical fit-out of a SARS office.

## 1.7 The responsibilities related to the Fit-out and further ongoing maintenance

Bidders must provide a typical responsibility matrix for the fit-out and maintenance of the lease premises including any associated costs related to for inclusion in the financial proposals to SARS. The matrix provided as guideline only and not limited to or applicable to the specific leased premises. Further detail related to the responsibilities and building performances are included in this information document.

## 2. ACCOMMODATION NORMS & OTHER STIPULATIONS

### 2.1 Property

Corporate office space with a target of 16,359m<sup>2</sup> within a 5% smaller range starting at minimum 15,541 m<sup>2</sup> to a maximum range within 15% upper size of the facility 18,812m<sup>2</sup> allowing a range variance not exceeding 15% related to the gross lettable area (GLA). measured according to the latest SAPOA method for measuring floor areas in commercial buildings. The required lease must also include 500 to 665 parking bays for staff members and official vehicles.

**It is compulsory that Bidders must provide printed A1 copies of the proposed premise offered as well as AutoCAD drawings in workable format either on disk, memory stick or electronic storage format device for further SARS work-up and doing concept drawings to inform the extend and cost of the fit-out.**

## 2.2 Building Regulations and Compliance

The leased premises shall comply with local council by laws and the National Building Regulations. Any program to prepare the premises to be fully legally compliant must be submitted as part of the required returnable documentation at the landlord's expense.

### 3. SARS ACCOMMODATION STANDARDS

#### 3.1 Heating, Ventilation and Air Conditioning

The ventilation of the building must be in accordance with the requirements of the Occupational Health and Safety Act, 1993 (Act 85 of 1993). The premises must be fully air-conditioned, with all maintenance, repairs and replacements the responsibility of the landlord. Provisioning must be made for the Air-conditioning system to be on a timer and be controllable by SARS for the specific leased premise if part of a centralised plant system.

#### 3.2 Ablution Facilities

The leased retail areas must have access to ablution facilities provided inside the mall of retail centre and for the Thohoyandou ancillary office space must be available within the leased area or should be constructed as part of the landlord fit out of the leased space. The landlord shall provide fully functional new or fully refurbished ablution facilities for staff and have similar available for clients inside the retail centre. The following norms shall be applied:

##### 3.2.1 Sanitary Fixtures for Buildings (SANS 10400-1990)

**Table 1: Applicable to G1 Office Space**

1	2	3	4	5	6
<b>Number of sanitary fixtures to be installed relative to the population</b>					
<b>For a population of up to -</b>	<b>Males</b>			<b>Females</b>	
	<b>WC</b>	<b>Urinals</b>	<b>Washbasins</b>	<b>WC</b>	<b>Washbasins</b>
15	1	1	1	2	1
30	1	2	2	3	2
60	2	3	3	5	3
90	3	5	4	7	4
120	3	6	5	9	5
	For a population in excess of 120 add 1 WC pan, 1 urinal and 1 wash basin for every 100 persons			For a population in excess of 120 add 1 WC pan for every 50 persons	For a population in excess of 120 add 1 washbasin for every 100 persons

### 3.2.2 People With Disability

Toilet facilities for people with disability (Clients and Staff) must be provided for according to National Building Regulations, SANS 10400. It must also be noted that SARS is committed to provide dedicated amenities to all visitors to the building/premises (public) amenities, including to people with bodily constraints.

### 3.3 Water Supply

The municipal water supply to the premises shall be metered separately for SARS. **SARS will require standby water supply of at least three days to support the SARS leased area to be provided by the landlord.** SARS will install a water filtration system as part of the SARS fit-out.

### 3.4 Electrical Supply

The power supply, where applicable, shall be metered separately and power factor correction equipment and AVR (Auto Voltage Regulation) equipment shall be installed. The installation shall comply with all relevant regulations and by-laws. All main electrical supply shall be governed with class one and class two lightning surge protectors.

**Note:** SARS will not contribute to any upgrading / provisioning of additional power supply to the property / building / premises.

- Primary-continuous / emergency power supply (**Generator: If not currently installed provision must be made therefore in the fit-out by the landlord at landlords cost**)

It is advisable that an Electrical Consultant guide prospective landlords on the capacity of Generator and costs related to be included in the bid returnable document.

#### 3.4.1 UPS requirements

The building UPS must be provided by the landlord while SARS will provide UPS equipment to be incorporated in the Electrical Engineer's design, specifications and incorporation into the fit-out of the leased premise. Both Solar and Generator input power to feed the UPS and the solution to the leased area. The landlord's Professional Team must agree to the proposed location of the UPS, and incorporating the installation thereof with COC's related.

Note: It will be expected from the landlord's electrical engineer to engage the relevant SARS role players to agree with the maximum peak KW/h load SARS's equipment will place on the UPS. In addition, it will also be expected from the landlord's engineer to approve any building's (services and infrastructure) load that will be placed on the UPS.

The design of the UPS is expected to carry the full load required to maintain SARS's operations in full of when Eskom power may be interrupted until the generators start, up to a maximum of 10 (ten) minutes. All costs, including full maintenance of the UPS, over the full lease period will be for the landlord's costs and must be factored into the landlord's rental offer.

#### **3.4.2 Lightning Protection**

The building shall have sufficient lightning protection. (SANS 62305 - All Parts) at bidders' cost.

#### **3.4.4 Lighting**

All interior lighting shall be designed and installed to conform to and exceed SABS 10114-1:2005 Edition 3 to SARS specific requirements. The bidder shall provide a reflected ceiling plan with a generic lighting layout of the premise offered to SARS. SARS will supply the final lighting layouts with any specialised lights to the landlord as part of the SARS design proposal. Automated light switching (occupancy sensors) provided as first stage energy saving, is a standard requirement.

#### **3.4.5 Ceiling Heights**

The bidder must provide SARS with measured ceiling heights of the proposed premise due to SARS infrastructure requirements. The preferred ceiling heights for the entrance and lobby areas should be higher than standard office spaces, 2,800mm to 3,100mm AFFL with a preferred ceiling void of 600mm from ceiling up to the concrete slab or soffit may be considered while the standard 2,400mm AFFL ceiling heights in office spaces are applicable.

### **3.5 Fire Protection & Risk Management**

Fire control, safety and risk management shall be in full compliance with the National Building Regulations, SANS 10400, as amended. It will be required that a complete ASIB report be submitted, along with all other information regarding Fire Compliance. **Provisioning, certification, continuous maintenance of the installations and equipment will be the responsibility of the landlord for the duration of the lease period.**

### **3.6 Vertical Movements**

#### **3.6.1 Stairs**

All stairs must allow free and easy flow of staff and clients.

### **3.7 Acoustic and Noise**

All outside noises shall be reduced to an agreed acceptable level (between 40 and 60 Decibels)\* that allows people to perform their functions. \*Source the Canadian Society of Otolaryngology. DPW specifications: 45dB within a range of 100 to 1,000 hertz (Hz)

### **3.8 Security**

The bidder's must provide detail of the landlord's contribution or provisioning of physical security services to the bigger premises, node and or Shopping Centre or building. Any costs related must be shown separately in the lease offer.

### **3.9 Accessibility to the Building**

The building shall accommodate disabled people and comply with the relevant acts, regulations and municipal by-laws.

### **3.10 Initial Fit-Out**

Should the building be selected during the technical evaluation phase SARS will supply space plans or layouts to the landlord for inputs, estimated cost schedule on fit-out and in principle approval of the tenant layout.

The following engineering disciplines might be applicable to the SARS fit out but not limited to:

- Heat Ventilation and Air Conditioning service providers
- Networks service providers
- Fire Detection and Firefighting equipment service providers
- Plumbing and related mechanical specialist service providers
- Mechanical Engineering service providers for air-conditioning
- Electrical Engineering service providers for electrical installations

## **4. MAINTENANCE**

### **4.1 Maintenance**

The successful bidder shall be responsible for the maintenance of the exterior and interior elements of the leased premises and shall include at least but not limited to the following maintenance items:

- Windows;

- Roofs;
- HVAC and Fresh air supply systems including cleaning the diffusers inside the premise;
- Light fittings and globes;
- Lightning protection;
- Electrical supply including small power installations inside the premise;
- Fire Protection and Detection installations;
- Firefighting equipment;
- Plumbing including back-up water supply;
- Maintenance of all common of areas related to the leased premise;
- Grounds and gardens if applicable;
- Storm water;
- Parking facilities;
- Washing and maintenance of shopfronts;
- Waste removal;
- Pest control of the shopping centre or bigger premise, excluding the SARS leased space; (SARS will provide for the leased area)
- Generator Maintenance (SARS will be billed separately for consumption and usage)
- SARS will enter into an SLA (Also refer to Performance Management) with the landlord for the maintenance of the abovementioned items.
- Maintenance costs must be reflected separately as part of the lease offer. These costs will be revised yearly prior to escalation rate review.

#### **4.2 Performance Management.**

Performance Management is viewed as a critical component in ensuring a good relationship between SARS and all its suppliers. The successful bidder/s shall upon receipt of written notification of an award, be required to enter into a Service Level Agreement (SLA) related to the landlord and SARS responsibilities during the leased period.

SARS will only be responsible for the following related to the leased area:

- Cleaning of the interior;
- Security for the premises;
- Maintenance of SARS loose assets;
- Hygiene services of the SARS own ablutions;

## **5. REGULATORY STANDARDS AND SPECIFICATIONS**

### **5.1 SANS Specification**

The accommodation offered shall comply at a minimum with the South African law and or local authorities' requirements and specifications related to buildings:

#### **5.1 Occupational Health and Safety Act**

The premises / building must comply with the Occupational Health and Safety Act, 1993 (Act 85 of 1993), as amended, and the latest issue of SABS 0142: "Code of Practice for the Wiring of Premises";

#### **5.2 The National Building Regulations and Building Standards Acts 1977 (Act 103 of 1977), as amended (SANS 0040);**

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

#### **5.4 The local fire regulations;**

## **6. ANNEXURES**

- Annexure A1 – Durban Campus Stacking Requirements
- Annexure A2 – Typical Corporate Layout for Type 1
- Annexure A3 – Typical Corporate Layout for Type 2
- Annexure A4 – Typical Corporate Layout for Type 3
- Annexure A5 – LBC Presentation by Lemon Pebble (SARS Fit-Out standards as guide to the ablution specifications, finishes and materials related)