

RFP 24 -2025 APPOINTMENT OF A SERVICE PROVIDER TO PROVIDE TURN-KEY SOLUTION INCLUDING FIT-OUT FOR SARS CENTRAL WAREHOUSE IN CAPE TOWN.



Business Requirements Specification

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1. Introduction

SARS mandate in terms of Sections 17 & 43 of the Customs and Excise Act (No. 91 of 1964) to regulate the Storage, Release and Disposal of Goods. This is in alignment with the Customs Control Act (No.31 of 2014) particularly Chapter 27. The Act provides regulatory framework that outlines the enforcement, detention, storage, payments, seizure and disposal of goods process as part of managing the trade value chain.

These requirements are further entrenched in the South African Revenue Service (SARS) Act, No. 34 of 1997, which recommends that SARS is mandated to ensure maximum compliance with Tax and Customs and Excise Legislation pursuant to facilitating legitimate trade. SARS, therefore, invites competitive proposals from prospective service providers to provide turn-key solution for warehousing, fit-out for SARS Cape Town central state warehouse.

2. Purpose and Objective of the Tender

SARS invites suitably qualified and experienced developers, landlords, or investors to design, fit-out, and deliver a fully compliant, ready-for-occupation turnkey warehouse facility to support the centralisation of SARS State Warehouse operations in the Gauteng Region. The objective is to secure a long-term, cost-effective solution that optimises operational efficiency while ensuring a measurable return on investment (ROI) for SARS, whether through lease, lease-to-own, ownership models, or any other alternative models.

The framework ensures evaluators consider total occupancy cost, value beyond price, and innovation in financial structure, positioning the SARS as a value-driven negotiator rather than a simple price-taker.

To determine the Total Cost of Ownership (TCO) and identify innovative financial or structural arrangements that align with the organisation's long-term operational and financial objectives

3. Scope of work

A newly identified Customs Warehouse located in Cape Town fully fitted to SARS requirements. The identified Cape Town warehouse must mitigate the Health and Safety risks and comply to the new standards for state warehousing to enable an optimised manageable and functioning thereof in

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alignment with SO2 and SO3 whilst facilitating legitimate trade. The warehouse should meet the following requirements amongst many outlined in the document below: Security Requirements - such as perimeter fencing, 2.6m high to the perimeter of the property, reinforced gates, physical barriers, and fire and theft alarm systems with rapid emergency response capabilities

3.1.1 Legal and Compliance Considerations

Compliance with a number of Acts such as the Occupational Health and Safety Act (OHSA), 1993, National Environmental Management Act (NEMA), 1998, Zoning and municipal bylaw compliance for government storage facilities and adherence to SAPS & Private Security Industry regulations for sensitive goods.

3.1.2 Location and Accessibility

The warehouse must be situated within 50km of Cape Town CBD, easily accessible to major transport hubs and highways, and located at a safe distance from residential areas to ensure secure and efficient operations.

3.1.3 Warehouse Infrastructure and Facilities

Minimum Gross Building Area (GBA) or floor space of 5500 square meters, with scalability options with a 10% variance up or down (4950m²-6050m²) and allowing for usage of cubic meter storage mechanisms. The warehouse must feature mechanical ventilation, well-equipped loading docks, backup power, secure parking, energy-efficient office spaces, and be ready for immediate occupation. Warehouse height: 12 – 18 meters (to allow high stacking, racking, and container tiering). Separate office space to accommodate up to 15 staff (approx. 200 m²).

Reception/Public area that is isolated from the warehouse. Facility must accommodate a variety of goods & commodities, including high-risk and high-value goods. Easy access for inbound/outbound trucks and vehicles. Onsite parking and secure perimeter fencing. 24/7 access capability. Provision for 30 shaded parking bays (staff and visitors). Parking in yard area for 5 x 12.5m trucks – separate from loading area requirement.

3.1.4. Turnkey Office Accommodation Requirements

Fit-Out & Turnkey Solution: The landlord is responsible for a comprehensive fit-out of the warehouse, including construction, interior installation, power solutions, and full compliance with all municipal, health and safety, and SARS-specific requirements. Under the Turn-Key Principle, bidders are expected to provide a holistic bid, which covers:

- (i) Negotiation, identification and brokerage of an existing suitable warehouse building and
- (ii) Turn-Key Fit-Out Services in-line with SARS requirements.

3.1.5 Beneficial Occupation Tenant Installation Allowance (TI)

The Bidder shall include, fund, and deliver the complete Tenant Installation (TI) scope on a fixed-price, turnkey basis, at no additional cost to SARS. For the avoidance of doubt, Tenant Installation shall include (but not be limited to):

- Partitioned and fitted office spaces (with flooring, ceilings, air conditioning, power outlets).
- Fire detection, suppression, and emergency evacuation systems. Ablution facilities, change rooms, and kitchen/canteen areas.
- Specialized warehouse fit-out (e.g., hazardous goods areas, high-value cages, racking layouts as per SARS operational needs).
- The Bidder must ensure the facility is fully compliant with all applicable statutory, regulatory, and occupational health & safety requirements at the point of handover.

4. Facility Layout & Physical Infrastructure

4.1 Dedicated secure zones for:

- i. High-value goods – vaulted
- ii. High value goods – non vaulted
- iii. Hazardous or perishable items

4.2 Accommodation Space:

- i. Staff offices, pause areas and restrooms for maximum 15 staff.
- ii. Offices must be secure, ventilated, and separated from warehouse operations.

4.3 Auction and Viewing Area:

- i. Controlled access space for public or appointed agents to inspect goods prior to auction.
- ii. Separate from secure storage and operational areas.

4.4 Loading Docks:

- i. Must support intermodal handling, high volumes, and container offloading.
- ii. Provision to be made for:
 - 1 x dock leveller pit,
 - 3 x electronic dock doors for delivery of goods by 12.5m container trucks (vertical sliding doors 3.0 x 3.5m high.)
- iii. Secure docking bays and sealed roller shutter access points.
- iv. Forklift and handling equipment zones (turret trucks, hyster, pallet jacks).

4.5 Warehouse Flooring & Structure:

- i. Floor loading capacity suitable for containerised and palletised goods. Floor loading capacity of 10kN/m² in accordance with structural engineer's design. Floor laid to FMII (TR34)

4.6 Lighting:

- i. General lighting using high level suspended fluorescent luminaires type T-bay light fittings. These will be suspended at the same height throughout the warehouse, yielding 200 lux average initial illuminance (the above refers to sensors switching 4 zones).

5. Security & Compliance

5.1 Fire Safety & Building Code Compliance:

- i. Fully compliant with SANS 10400, Rational Fire Design
- ii. Fire-rated construction in high-risk zones.
- iii. Fire detection and suppression system (including in-rack sprinkler systems).
 - Sprinkler installation designed to a Category 3 sprinkler installation as per ASIB.
- iv. Ventilation and smoke extraction systems.

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- v. Fire extinguishers in accordance with the Rational Fire Design
- vi. Fire hose reels in accordance with the Rational Fire Design
- vii. Valves, hydrants, etc in accordance with the Rational Fire Design.

5.2 Hazardous waste area and Signage

- i. Must be demarcated from general warehouse area, showers in place
- ii. Statutory building signage that complies to the National Building Regulations, etc.

6. Backup Power:

- i. Roof Structure to be solar ready if no solar already installed
- ii. Diesel generator in place to to run basic systems such as camera's, alarms, sensors and control panels. A **100-kW generator** (inclusive of a **25% buffer** to handle startup surges) is required to ensure 24/7 operation during outages.

7. Environmental & Sustainability

- i. Green building standards (if possible):
- ii. Rainwater harvesting, solar readiness.
- iii. Smart lighting, HVAC energy efficiency with Electricity Performance Certificate (EPC) in place.
- iv. Provision for low-emission vehicles or forklifts (e.g., electric).
- v. Waste separation and recycling infrastructure.
- vi. Building materials must consider long-term environmental impact.

8. Compliance & Certification

7.1 Compliance with:

- i. SANS 10400 building and safety standards.
- ii. Health & Safety Act.
- iii. ASIB fire certification standards.
- iv. National Energy Act 34 of 2008
- v. EPC (Electricity Performance Certificate)
- vi. Occupation Certificates and COCs for electrical, HVAC, plumbing, and security systems.
- vii. Waste disposal permits (for destruction operations).

9. Specific Exclusions

- Furniture – including, office furniture, benches, lockers, counters, shopfitting and joinery Kitchen/canteen equipment and installation other than outlined above
- Soap dispensers, hand dryers, towel dispensers and toilet roll holders (to be leased separately by tenant) Voice and data cabling, Security systems and alarms, UPS Installation and SARS corporate signage.
- Supply and installation Shelving and Racking equipment.
- Warehouse Management Systems
- ICT infrastructure (networks, servers, access control, CCTV, biometrics)
- Operational staffing
- Technical security systems (e.g. access control, CCTV, alarms).

10. Landlord Responsibilities

- The landlord will only be responsible for the maintenance of the building infrastructure.
- The landlord shall be responsible for the building insurance including the infrastructure belonging to the landlord.

11. Turnkey Accommodation Solution Expectations

The successful bidder must: Handle all regulatory & municipal approvals and certifications (CoC, fire, zoning, etc.). All work shall be in accordance with the National Building Regulations and shall comply with SANS 0400. The new landlord to provide SARS with a full professional team to assist the preparing the space for SARS to utilise. Designs shall be executed in accordance with the Rules of Conduct for Registered Persons applicable to the various disciplines.

12. Return on Investment (Financial Models)

Bidders are required to submit financial proposals illustrating the total cost of ownership and return to SARS under the following financial models as a minimum:

- Lease model – specified term and annual rental schedule.
- Lease-to-own model – terms, buyout clauses, residual value estimates.
- Purchase/development model – full cost to SARS and transfer proposals.
- Bidders may also propose alternative transparent financing structures, provided they are fully described and compliant with procurement regulations. All financial proposals

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must include indicative schedules, escalation assumptions, and lifecycle cost analysis (e.g., 5-10 and 20-year total cost of ownership projections).

13. Two Stage Tender Process

This Tender will follow a two-stage process to ensure technical comparability and best financial value:

Stage 1: Mandatory and Technical Evaluation

Submit full technical proposals, mandatory compliance documents, conceptual designs, and proposed financial model(s). Bidders will be evaluated on technical compliance and the viability of proposed financial models. Only bidders who meet mandatory requirements and the minimum technical threshold will be shortlisted.

Stage 2: Financial Model Confirmation and Comparative Evaluation

SARS will select a preferred financial model based on Stage 1 analysis. Shortlisted bidders will be invited to submit final, detailed financial offers on the selected model.

14. Bidder Responsibilities

- Provide a conceptual design and layout plan showing functional zones aligned to specification.
- Provide a detailed description of the proposed financial model(s) including assumptions, escalation clauses, and lifecycle costing.
- Submit a preliminary implementation schedule from design through to occupation.
- Provide evidence of financial capacity.
- Provide a detailed Tenant Installation (TI) cost breakdown and per square metre pricing to enable normalized evaluation across bidders.
- Provide a statement of exclusions and assumptions explicitly noted in the bid.

15. SARS Rights Reserved

SARS reserves the right to accept or reject any or all bids, to negotiate the financial model structure with preferred bidders, to finalise the exact footprint within the stated range, and to request clarifications or best-and-final offers.

14. Indicative Floor plan

