

**RFx 6000024269**

**Request for quotation**

**To service, install and maintain aluminium  
manual and automated doors & windows  
On an as & when required “Adhoc” Basis**

**Publish Date**

**26 January 2024**

**Closing Date & Time**

**09 February 2024**

**At 11h00**

**Briefing session Via Teams**

**31<sup>st</sup> January 2024 at 11h00 Via Teams**

## 1. PURPOSE

- 1.1 The bid is designed to provide a framework that will enable a broad base of service providers an opportunity to participate in the provision of the various *maintenance, service and installation of aluminium doors and windows* to SARS within the region, on an as and when basis.
- 1.2 The primary objective being to bring the procurement of cycle times to a more acceptable level, without losing the essential concepts of openness, fairness, accountability, competitiveness and responsibility.
- 1.3 This document details the services required by a service provider/s for *maintenance and services that is needed*. In addition, this document defines the roles and responsibilities of the service provider/s and includes the levels of service that is expected.

## 2. SERVICE PROVIDERS:

1. The service provider will be appointed for a period of 24 months based on the pricing submitted
2. The service provider may make use of sub-contractors. The contract will however be awarded to the service provider/s as the primary contractor who will be responsible for the management of the contract. No separate contracts will be entered into between SARS and any such sub-contractors
3. The service provider will be required to submit a health and safety file upon finalizing of SLA
4. The successful bidder is reminded that any work allocated will arise on an "as and when basis"
5. Invoicing of work done by the service provider must be done on a "per job" basis which will further be outlined in the service level agreement
6. SARS's endeavour to ensure that the distribution of work allocated to a successful bidder, will be issued as per format below:
  - a. All work issued to respective service provider will be logged via the regional SARS Facilities helpdesk and a reference number will be issued;
  - b. A service request and work specification will be issued to the service provider to provide a quotation for required item of work;
  - c. Once the quotation is approved the service provider will be notified to proceed with work request by means of a purchase order
  - d. SARS Facilities will verify that the quality and completeness of the work and will then sign off the service request and request the service provider to invoice for the completed work. Supplier invoice(s) must be attached where applicable;
  - e. After receipt of the detailed invoice, SARS Facilities will check and verify the invoice and approve for payment once all invoiced items are confirmed as correct;

- f. In cases where existing materials were used, the service provider is required to submit quantities used in the course of the completed work, for verification purposes
- g. Non schedule items relating to maintenance work will require supplier quote and material mark up percentage

### 3. SCOPE OF WORK

Details of scope of work relating to labour pricing provided in schedule of rates will require supplier quote and material mark up percentage when requested.

	DETAIL RELATING TO SCOPE OF WORK		Yes/ no/ comments
3.1	Installation, repair, restoration and replacement of, related frames, doors windows, shop front doors, windows, skirtings, replacement of internal components on sliding doors, motor, reset controller logic, replacement of rail, floor sensor, glass including rubber, top and bottom flush bolts, door leafs, floor springs, door closers, motors, tooth belts, bottom guides (channels), inline safety beams, end plates, control boards, box spigot, frame spigot, spigot, flush bolt, roller nylon heavy duty, sliding guide roller, stopper, track brass shopfront, flush pull handle, hook lock, equal angle, all components / part required for aluminium doors, windows and automated doors, etc	Mechanical	YES
3.2	ADHOC SERVICES: Out of the ordinary/ exceptional requests which may be required from time to time.	Infrastructure	YES

### 4. GENERAL CONDITIONS

	Specification/ Description	Yes/ No/ Comments
4.1	This Bid would be for a period of 24 ( <b>twenty four</b> ) months whereby it could be terminated prior to the 24 month period. These services may be acquired from the successful service provider/s on an as and when required basis. All conditions apply as stipulated in the SARS Procurement Policy.	YES

	Specification/ Description	Yes/ No/ Comments
4.2	All SARS offices as per Annexure A will participate in this contract as and when required. SARS reserves the right to add or remove offices.	YES
4.3	SARS reserves the right to accept more than one Bid to order its requirements from the most economical and/ or convenient point of supply. SARS also reserves the right to accept a Bid as a whole or partially or not at all. SARS will not be obliged to accept any particular Bid for whatever reason. SARS also reserves the right to request further references.	YES
4.4	The following information must be provided per item:	
4.4.1	<ul style="list-style-type: none"> <li><i>It should be noted that the specification represents the minimum requirements of SARS, and any deviations, proposals, etc must be clearly specified by the service provider/s.</i></li> </ul>	YES
4.5	The winning bidder may not exceed sub-contracting any part of the contract over the threshold as stipulated by National Treasury which limits it to 25 percent of the contract. When sub-contracting, the appointed service provider may only apply the mark up's as indicated below for material. Refer to Annexure B. The appointed service provider may not place a mark-up on labour. The contract will however be awarded to the Service Provider/s as the primary contractor who will be responsible for the management of the contract. No separate contracts will be entered into between SARS and any such sub-contractors.	YES
4.6	The Service Provider/s is required to provide an "invoice" from his " <b>Supplier</b> " for any materials purchased when submitting his invoice to SARS for payment as indicated in point 2.6	YES
4.7	SARS reserves the right to verify the cost of any materials purchased against the " <b>Suppliers</b> " invoice or by any other independent supplier.	YES

	Specification/ Description	Yes/ No/ Comments
4.8	SARS reserves the right to verify "suppliers" invoice for material charges	YES
4.9	The <b>Service Provider/s</b> is required to provide the repair and corrective maintenance service on a Time (labour) and Material basis.	YES
4.10	<b>A Service Level Agreement (SLA)</b> will be entered into between SARS and the successful service provider/s	YES
4.11	The South African Revenue Service shall have the right to terminate this contract in the event of poor service and/or non compliance to the service level agreement by the service provider/s.	YES
4.12	The South African Revenue Service shall not be liable for any damage or loss to the service provider/s resulting from termination under this clause.	YES
4.13	The service provider and sub-contractor should comply with the requirements of the Occupational Health and Safety Act No. 85 of 1993 and the Regulations thereto including any relevant standards and SABS codes of practice that may apply. To minimize or eliminate contractor's and SARS staff health and safety risks.	YES
4.14	The contractor should make provision for the cost of health and safety measures to be implemented during the duration of the contract / during the maintenance / construction process.	YES

## 5.MANDATORY

The following table defines the weighting allocated to each major category that will be used for the evaluation of the bid responses. Each major category is defined further in the sections below:

INSTANT DIS-QUALIFIERS		
Letter of intent from Insurance Company or proof of Public Liability insurance to the value of not less than R2 000,000.00 (two million Rand). Please provide certified copy of insurance policy or intent letter.	Proof submitted	Evaluate further
	Proof not submitted	Disqualified

## 6.VAT

	Description	Yes/ no/ comments
6.1	<p>Where appropriate, prices quoted shall include VAT and a reference to the service provider/s VAT registration number must be included (where the service provider/s is VAT registered or liable for VAT registration).</p> <p>(Show VAT separately, e.g.</p> <p style="padding-left: 40px;">Price 10.00</p> <p style="padding-left: 40px;">VAT <u>1.50</u></p> <p style="padding-left: 40px;">Total (11.50)</p>	YES

## Annexure A

### LIST OF SARS OFFICES THAT WILL PARTICIPATE IN THIS CONTRACT ON A 'AS AND WHEN' BASIS

#### WESTERN CAPE - Region WC:

	Suburb	Building name	Address	Cluster	Yes/No
1	Cape Town	Project P166	22 Hans Strijdom Avenue	A	Y
2	Cape Town	17 Lower Long Street	17 Lower Long Street	A	Y
3	Cape Town	Revenue Building	90 Plein Street	A	Y
4	Cape Town	Parliamentary building	120 Plein Street	A	Y
5	Cape Town	State Warehouse	Cape Town Harbour	A	Y
6	Cape Town	Port of Cape Town	Scanner Site, Harbour	A	Y
7	Mitchells Plain	Liberty Promenade	Cnr AZ Berman & Morgenster	A	Y
8	Saldanha Bay	Port of Saldanha	Port of Saldanha	A	Y
9	Goodwood	Cape Mail	Goodwood showground	A	Y
10	Cape Town	Cape Town International	CT international Airport	A	Y
11	Bellville	Sable House	C/o Durban & Voortrekker Roads	A	Y
12	Paarl	Rhoba Building	19 Market Street	A	Y
13	Stellenbosch	Alex Forbes House	C/o Piet Retief & School Street	A	Y

	Suburb	Building name	Address	Cluster	Yes/No
14	Cape Town	Customs Cargo – Airport office	Agent street	A	Y
					Y
1	Worcester	Naude Building	59 Church Street	B	Y
2	Robertson	Customs House	48 Church Street	B	Y
					Y
1	Mossel Bay	Customs Building	Bland Street	C	Y
2	George	Edenvale	1 Platinum Drive	C	Y

#### Annexure B

#### WESTERN CAPE – Cluster A:

	Suburb	Building name	Address	Cluster	Yes/No
1	Cape Town	Project P166	22 Hans Strijdom Avenue	A	Y
2	Cape Town	17 Lower Long Street	17 Lower Long Street	A	Y
3	Cape Town	Revenue Building	90 Plein Street	A	Y
4	Cape Town	Parliamentary building	120 Plein Street	A	Y
5	Cape Town	State Warehouse	Cape Town Harbour	A	Y
6	Cape Town	Harbour	Scanner Site	A	Y
7	Cape Town	Liberty Promenade	AZ Berman & Morgenster	A	Y

	Suburb	Building name	Address	Cluster	Yes/No
8	Saldanha Bay	Port of Saldanha	Port of Saldanha	A	
9	Cape Town	CT Airport	Customs Building CT Int Airport	A	
10	Bellville	Sable House	C/o Durban & Voortrekker rd	A	
11	Paarl	Rhoba Building	19 Market Street	A	
12	Stellenbosch	Alex Forbes House	C/o Piet Retief & School Street	A	
13	Cape Town	Customs Cargo – Airport office	Agent street	A	
14	Goodwood	Cape Mail	Goodwood showground	A	

*NOTE: The Service Provider/s price must be based on a fixed price basis for duration of 24 months. Such fixed price should be inclusive of, i.e., overheads, profits, etc as SARS will not entertain any additional costs not specifically provided for by the Service Provider/s in the pricing schedule.*

#### Labour Rates

Human resources	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (1 <sup>st</sup> year)	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (2 <sup>nd</sup> year)	Labour Rate- Business Hours- 08:00 to 16:00. (1 <sup>st</sup> Year	Labour Rate- Business Hours- 08:00 to 16:00. (2 <sup>nd</sup> year)
Service rate per sliding door (each)	R 2415 per unit	R 2656 per unit	R 1207.50 per unit	R 1328.25 per unit
Emergency call out fee	R 1811 per hour	R 1992.37 per hour	R 1207.50 per hour	R 1328.25 per hour

Labour Rates for Saldanha office:

Human resources	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (1 <sup>st</sup> year)	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (2 <sup>nd</sup> year)	Labour Rate- Business Hours- 08:00 to 16:00. (1 <sup>st</sup> Year)	Labour Rate- Business Hours- 08:00 to 16:00. (2 <sup>nd</sup> year)
Service rate per sliding door (each)	R 4053.75 per unit	R 4459.12 per unit	R 3450 per unit	R 3795 per unit
Emergency call out fee	R 4053.75 per hour	R 4459.12 per hour	R 3450 per hour	R 3795 per hour

Material markups	Markup
R0 – R4999.00	18%
R5000 – R19,999	17%
R20,000 – R100,000	6%
R101,000 – R500,000	5%
R501,000 – R699,000	4 %
R701,000 – R990,000	3 %

WESTERN CAPE – Cluster B:

	Suburb	Building name	Address	Yes/No
1	Worcester	Naude Building	59 Church Street	B
2	Robertson	Customs House	48 Church Street	B

**NOTE:** The Service Provider/s price must base the labour price on a fixed cost basis for duration of 24 months of the contract. Such fixed price should be inclusive of, i.e., overheads, profits, transport, etc. as SARS will not entertain any additional costs not specifically provided for by the Service Provider/s in the pricing schedule

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**Annexure B**

**SCHEDULE OF RATES:**

*Note: All service provider/s must complete schedule of rates table. Failure to complete this table will lead to automatic disqualification.*

**Table A – Cluster B Pricing Template – Worcester**

**Labour Rates**

Human resources	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (1 <sup>st</sup> year)	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (2 <sup>nd</sup> year)	Labour Rate- Business Hours- 08:00 to 16:00. (1 <sup>st</sup> Year	Labour Rate- Business Hours- 08:00 to 16:00. (2 <sup>nd</sup> year)
Service rate per sliding door (each)	R 3640.90 per unit	R 4004.99 per unit	R 2433.40 per unit	R 2676.74 per unit
Emergency call out fee	R 3640.90 per hour	R 4004.99 per hour	R 2433.40 per hour	R 2676.74 per hour

Material markups	Markup
R0 – R4999.00	18%
R5000 – R19,999	17%
R20,000 – R100,000	6%
R101,000 – R500,000	5%
R501,000 – R699,000	4 %
R701,000 – R990,000	3 %

*NOTE: The Service Provider/s price must base the labour price on a fixed cost basis for duration of the contract. Such fixed price should be inclusive of, i.e., overheads, profits, transport, etc. as SARS will not entertain any additional costs not specifically provided for by the Service Provider/s in the pricing schedule*

**WESTERN CAPE – Cluster B:**

	Suburb	Building name	Address	Yes/No
1	Mossel Bay	Customs Building	Bland Street	C
2	George	Edenvale	1 Platinum Drive	C

**Annexure B**

**SCHEDULE OF RATES:**

*Note: All service provider/s must complete schedule of rates table. Failure to complete this table will lead to automatic disqualification.*

**Table A – Cluster B Pricing Template – Mossel Bay and George**

**Labour Rates**

Human resources	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (1 <sup>st</sup> year)	Labour Rate - After Hours/Holidays/weekends 16:00 to 08:00 & weekends. (2 <sup>nd</sup> year)	Labour Rate- Business Hours- 08:00 to 16:00. (1 <sup>st</sup> Year)	Labour Rate- Business Hours- 08:00 to 16:00. (2 <sup>nd</sup> year)
Service rate per sliding door (each)	R 3640.90 per unit	R 4004.99 per unit	R 2433.40 per unit	R 2676.74 per unit
Emergency call out fee	R 3640.90 per hour	R 4004.99 per hour	R 2433.40 per hour	R 2676.74 per hour

Material markups	Markup
R0 – R4999.00	18%
R5000 – R19,999	17%
R20,000 – R100,000	6%
R101,000 – R500,000	5%
R501,000 – R699,000	4 %
R701,000 – R990,000	3 %

**NOTE:** The Service Provider/s price must base the labour price on a fixed cost basis for duration of the contract. Such fixed price should be inclusive of, i.e., overheads, profits, transport, etc. as SARS will not entertain any additional costs not specifically provided for by the Service Provider/s in the pricing schedule

## Annexure B

**INCIDENT RESPONSE TIMES ARE DETAILED IN TABLE C1 BELOW:**

Table C1			
Incidents	Response Time Targets (Hours)		Comply- Yes/ No
	Availability and Incident Response Times	Fix or Workaround	
<b>Critical</b>	24 hours, 7 days a week, within 4 hours of receipt of call	<ul style="list-style-type: none"> <li>➤ Failures that seriously affect the client's operational effectiveness.</li> <li>➤ Failure that constitute a danger to personnel or equipment or health hazard.</li> </ul>	YES

**Incident resolution times are detailed in Table C2 below:**

Table C2			
Incidents	Resolution Time Targets (Hours)		Comply- Yes/ No
	Incident Response	Fix or Workaround	
<b>Break-Fix Repair</b>	1 hour to acknowledge the service call	4 working hours after receiving a service request from SARS	YES
<b>Service Requests</b>	4 hrs	2 working days after receiving a service request from SARS	YES

## Annexure C

### SERVICE PROVIDER/S CONTACT DETAILS DURING BUSINESS HOURS

TABLE

Callouts	Primary Number	1 <sup>st</sup> Alternative Number	2 <sup>nd</sup> Alternative Number
Helpdesk/office	0219818632		
e-mail address	OPERATIONS@TAURUSDORS.COM		GILL@TAURUSDORS.COM
Mobile number	0608525382		
Fax number			
after hours tel. number	0608525382		