

REQUEST FOR QUOTATION
RFx 6000028943 Day to Day Maintenance at
Various Offices WC

Publish Date
23 May 2025

Closing Date
04th June 2025 @ 11h00

Microsoft Teams Meeting Date & Time
(Briefing Session)
Tuesday 27 May at 10h00.

APPOINTMENT OF A SERVICE PROVIDER FOR
BUILDING ALTERATIONS AND FURNITURE
MOVES ON AN AS AND WHEN REQUIRED
BASIS “ADHOC” FOR A PERIOD OF 12
MONTHS

DAY TO DAY GENERAL MAINTENANCE

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 *general building maintenance and installation services* to SARS on a category basis 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 *general building maintenance and services*, on a category basis. 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 12 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 general maintenance work will require supplier quote and material mark up percentage

3. SCOPE OF WORK

1. Details of scope of work relating to labour pricing provided in schedule of rates. This request includes non schedule (materials) items relating to general maintenance work that will require supplier quote and material mark up percentage when requested.

CATEGORY ONE:

3.1	GENERAL DAY-TO-DAY BUILDING MAINTENANCE SERVICES	Category one	Yes/ no/ comments
3.1.1	The contractor acknowledges that he is capable of attending to all the building maintenance services as listed below:	Infrastructure	
3.1.2	TILING: replacement of cracked/damaged tiles; uplifting existing tiles and replacing with new in accordance with SARS specifications.	Infrastructure	
3.1.3	CARPENTRY: refitting, alignment and maintenance of internal and external wooden doors, windows, frames, replacement and realignment of hinges, door closers, catches and sliding mechanisms; restoration and rectification of all building related carpentry requirements, etc.	Infrastructure	
3.1.4	FLOOR COVERINGS - CARPETS: refitting and/or replacement of SARS specified carpets and accessories in applicable areas, laid to SARS specifications.	Infrastructure	
3.1.5	METALWORK: manufacture, fitting, repair and restoration of steel gates, security gates, sliding gates, roller shutter doors, burglar bars, burglar proofing systems, fencing systems, palisades, general building fabric steelwork including galvanizing as requested, etc.	Infrastructure	

3.1.6	IRONMONGERY: fitting, repair and/or replacement locksets, keys, door handles, door stoppers, door closers as per SARS specification. General services, repair and replace locks and keys, door handles, key-cutting, repair and replacement of internal and external door locking systems, locksmithing services including the opening of safes and strong rooms, moving of safes, replacement of keys, etc.	Infrastructure	
3.1.7	PAINTING AND WALLPAPERING: painting and wallpapering internal SARS office areas as per applicable SARS specifications, etc.	Infrastructure	
3.1.8	CEILINGS AND PARTITIONS: installation, repair, restoration, and/or replacement, disposal of ceilings and partitions in accordance with the applicable SARS specification.	Infrastructure	
3.1.9	ALUMINIUM WORKS: Installation, repair, service, restoration and/or replacement of related aluminum frames, doors, windows, shop front doors and windows, skirtings, and relevant aluminum structures, etc.	Infrastructure	
3.1.10	GLAZING: installation and/or replacement of internal and external glazing, window panes, laminated safety glass, all too applicable SANS standards and the relevant SARS specifications.	Infrastructure	
3.1.11	BLINDS: Installation, maintenance and repair, replacement and cleaning as required; adherence to SARS specifications.	Infrastructure	
3.1.13	SIGNAGE: Installation, repair, removal, relocation, installation of internal and external signage to SARS specifications and as requested.	Infrastructure	
3.1.14	SHOP FITTING AND JOINERY: installation, repair, restoration and/or replacement of existing cabinets and workstations in offices, reception areas, kitchens, pause areas and other relevant work areas.	Infrastructure	
	CIVIL WORKS	Category one	

			Yes/ no/ comments
3.1.15	ROOFING AND ROOF COVERINGS: Installation, repair and replacement of roof sheeting, roof tiles and other forms of roofing systems; cleaning, and/or replacement of rainwater goods such as gutters, downpipes rain boxes, etc; application of waterproofing systems including torch-on systems as applicable, etc.	Infrastructure	
3.1.16	BRICKWORK, SITEWORKS AND PLASTERING: refers to repairs and restoration of spalling facades, brickwork, plastering, painting, paving and kerbing, bricking up of openings and other areas as required including related plaster works as requested and restoration works as per specified maintenance requirements, etc.	Infrastructure	
3.1.17	WINDOWS AND DOORS: installation, repair, refurbishment and restoration of wooden, steel, aluminium or steel door and window frames, specialised frames in older buildings, sash windows, louvre windows and all current wooden window infrastructure, etc.	Infrastructure	
3.1.18	FENCING AND PALISADES: installation, repair and restoration of fencing, palisades (steel and concrete), generator enclosures, razor wire, steel gates, electric fencing, internal wire mesh; etc.	Infrastructure	
3.1.19	RUBBLE REMOVAL: removal of all rubble as required by SARS Facilities management Operations, including carting away of used/old electrical tubes, rubble and debris, cleanup and restoration of area to acceptable standard for SARS operations, etc.	Infrastructure	
3.1.20	ADHOC SERVICES: Out of the ordinary/ exceptional requests which may be required from time to time.	Infrastructure	

CATEGORY TWO:

3.2	GENERAL DAY-TO-DAY BUILDING MAINTENANCE SERVICES	Category two	Yes/ no/ comments
3.2.1	MINOR PLUMBING WORK INCLUDING INSTALLATIONS: repair leaking taps, unblock drains basins, pipe, toilet pan, geyser, flushmaster, pipe rodding, hydro boils, repairs to jojo tanks, etc.	Plumbing	

CATEGORY THREE:

3.3	GENERAL DAY-TO-DAY BUILDING MAINTENANCE SERVICES	Category three	Yes/ no/ comments
	Mechanical Maintenance		
3.3.1	MOTORS: Installation, repair, restoration and replacement of motors for gates, doors, windows including power requirements; etc.	Mechanical	
3.3.2	AUTOMATED DOORS AND WINDOWS: Installation, repair, service and restoration of automated windows and doors, including revolving doors, sliding doors, roller shutter doors, sectional overhead doors, etc.	Mechanical	

CATEGORY FOUR:

3.4	GENERAL DAY-TO-DAY BUILDING MAINTENANCE SERVICES	Category four	Yes/ no/ comments
3.4.1	MINOR ELECTRICAL WORK: neatening of electrical cabling /wiring; replacement of lamps/ tubes, ballast and starters, installation of new light fittings as per SANS standard, providing of COC with new installation	Power/Electrical	

	of plugs, circuit breakers when required, electrical fault findings, replacement of switches, etc		
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4. GENERAL CONDITIONS

	Specification/ Description	Yes/ No/ Comments
4.1	This Bid would be for a period of 12 (twelve) months whereby it could be terminated prior to the 12 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.	
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.	
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.	
4.4	The following information must be provided per item:	
4.4.1	<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>	
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	

	Specification/ Description	Yes/ No/ Comments
	contracts will be entered into between SARS and any such sub-contractors.	
4.6	The Service Provider/s is required to provide an “invoice” from his “ Supplier ” for any materials purchased when submitting his invoice to SARS for payment as indicated in point 2.6	
4.7	SARS reserves the right to verify the cost of any materials purchased against the “ Suppliers ” invoice or by any other independent supplier.	
4.8	SARS reserves the right to verify “suppliers” invoice for material charges	
4.9	The Service Provider/s is required to provide the repair and corrective maintenance service on a Time (labour) and Material basis.	
4.10	A Service Level Agreement (SLA) will be entered into between SARS and the successful service provider/s	
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.	
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.	
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.	
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.	

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
The service provider/s must to be registered with CIDB. Grade 2 GB and higher. Please provide proof of registration number.	Proof submitted –	Evaluate further
	Proof not submitted	Disqualified
Service provider/s has submitted labour pricing	pricing template completed	Evaluate further

6. TECHNICAL EVALUATION

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

TECHNICAL EVALUATION CRITERIA	WEIGHTING
Company Profile	100
Company profile: • Provide detailed list of services that is insourced and not outsourced; (2 x points per service)	10 10

• Provide a list of resources (staff) with detailed CV's in relation to the scope of works relating to general building maintenance (2 x point per item)	5
• The service provider to provide an organigram of the company (0 x non provided & 5 x points provided)	10
• Provide a list of vehicles (incl photo and registration numbers) and equipment that is in your possession relating to the scope of work (1 x point per item for vehicle and 1 x point for equipment)	
• Contractor to indicate the duration that the company is operating	
• 5 years (5 x points) • 4 years (4 x points) • 3 years (3 x points) • 2 years (2 x points) • 1 year and less (0 x point)	5
References from 5 x existing and previous clients(Day to day maintenance contracts or works) not more than 5 years ago • Name of company or client; (1 x points per ref); • nature of contract(s) and duration it took for completion of work (1 ref = 2 points); and • contact person with contactable numbers on reference letters (landline and cell phone) (1 ref = 2 points). • Reference letter from recent companies indicating the quality and service rendered (2 x points per letter)	5 10 10 10
• Health and Safety • Provide a health and safety process relating to general maintenance which includes the following (2 x points per information below) • Usage of PPE (personal protective equipment / clothing) • Safety checks and inspections when working on site (incl. ladder inspection) • Emergency procedures • First aid equipment, training • Usage of tools when working on site • Identification of risks, monitor and review • Toolbox talks	20

• Incident management • Fall protection plan • Scaffolding plan	
Mobilisation plan: • The service provider needs to provide process flows as to how the execution of work is scheduled from time of receiving the request to completion ((0 x non provided & 5 x points provided)	5
TECHNICAL EVALUATION TOTAL	100
<i>Only service provider/s that score 70 % or more on the technical evaluation, will be taken for further evaluation</i>	

7. VAT

	Description	Yes/ comments	no/
7.1	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). (Show VAT separately, e.g. Price 10.00 VAT <u>1.55</u> (15.5%) Total (11.55)		

Annexure A

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

WESTERN CAPE :

	Suburb	Building name	Address	Yes/No
1	Cape Town	Project P166	22 Hans Strijdom Avenue	
2	Cape Town	17 Lower Long Street	17 Lower Long Street	
3	Cape Town	Revenue Building	90 Plein Street	
4	Cape Town	Parliamentary building	120 Plein Street	
5	Cape Town	State Warehouse	Cape Town Harbour	
6	Cape Town	Harbour	Scanner Site	
7	Cape Town	Liberty Promenade	AZ Berman & Morgenster	
10	Cape Town	CT Airport	Customs Building: CT International Airport & Passenger Arrival	
11	Bellville	Pac Du Cap	Metropolitan building 4, Durban Road	
12	Cape Town	Customs Cargo – Airport office	Freight street	
13	Goodwood	Cape Mail	Goodwood showground	

	Suburb	Building name	Address	Yes/No
14	Cape Town harbour	Cowrie House	Port of Cape Town	
15	Bellville	Absa building	Strand Street	

NOTE: The Service Provider/s price must be based on a fixed price basis for duration of 12 months. Such fixed price should be inclusive of, i.e., material, overheads, profits, etc as SARS will not entertain any additional costs not specifically provided for by the Service Provider/s in the pricing schedule.

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 – Pricing Template – CBD (P166, Lower Long, 90 & 120 Plein Street, States Warehouse, Scanner Site, Cowrie House, Mitchells Plain) and Bellville offices (Pac Du Cap, ABSA building, Customs Cargo, Airport, Passenger arrivals, Cape Mail)

Labour Rates

Human resources	Labour Rate -Business hours. The cost is to include travel.	Labour Rate- After Hours/Holidays/weekends 16:00 to 08:00 & weekends. The cost is to include travel.
Labour cost	R per hour	R per hour
Emergency call out fee	R per hour	R per hour

Material markups	Markup
R0 – R4999.00	20%
R5000 – R19,999	18%
R20,000 – R49,999	15%
R50,000 – 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 be based on a fixed price basis for duration of 12 months. 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	
Critical	24 hours, 7 days a week, within 4 hours of receipt of call	➤ Failures that seriously affect the client's operational effectiveness. ➤ Failure that constitute a danger to personnel or equipment or health hazard.	

Incident resolution times are detailed in Table C2 below:

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

Annexure C

SERVICE PROVIDER/S CONTACT DETAILS DURING BUSINESS HOURS

TABLE

Callouts	Primary Number	1 st Alternative Number	2 nd Alternative Number
Helpdesk/office			
e-mail address			
Mobile number			
Fax number			
after hours tel. number			

Annexure D

OATH OF SECRECY/SOLEMN DECLARATION

(Internal - Must be completed by employees, consultants, contractors, subcontractors, or a person employed by a consultant or sub-contractor and any other person who renders services to SARS.)

(Use block letters and write with black ink/ballpoint pen)

I, (Full names and surname).....

Date of Birth..... Identity Number.....

In my capacity as.....of..... (Name of Company if applicable)

hereby swear/solemnly declare that:

- (a) I have taken note of the provisions of the Protection of Information Act, 1982 (Act No. 84 of 1982).
 - (b) I have taken note of the provisions of the Public Finance Management Act.
 - (c) I have taken note of the provisions of the Promotion Administrative Justice Act, 2000 (Act No. 3 of 2000).
 - (d) I have taken note of the provisions of the Promotion of Access to Information Act, 2000 (Act 2 of 2000).
 - (e) I have taken note of the provisions of the Electronic Communications and Transactions Act, 2002 (Act No. 25 of 2002).
 - (f) I have taken note of the provisions of the South African Revenue Service (SARS) Act, No. 34 of 1997.
 - (g) I have taken note of the SARS Security Policies.
- (h) I understand that I may not disclose, either verbally or in writing, to any unauthorised person any classified information of whatever nature that has, or may come to my knowledge as a result of my duties as-
- (i) An employee of SARS;
 - (ii) A consultant, contractor or subcontractor, or a person employed by a consultant or subcontractor, who renders services to SARS; or
 - (iii) a member of the Regional Industrial Development Board (the Board) or its successor, or a person employed by the Board or the Department of Trade and Industry who is in any way involved in the preparation or evaluation of applications for purposes of the tax holiday scheme contemplated in section 37H of the Income Tax Act, 1962 (Act No. 58 of 1962), (other than in the carrying out of my official duties or in the performance of my duties under any of the Acts referred to), without having received the prior approval of either the Commissioner, or an Officer duly authorized by him/her.
- (i) I will not, either directly or indirectly, divulge or disclose to anyone or be a party to the divulging of or disclosure to or obtaining by anyone any particular matter or thing relating to the affairs or income of, or income tax, customs and excise duty, sales tax or value added tax payable by any person or body, or any information which has been in any way acquired by me in connection with the discharge of my duties imposed upon or entrusted to me under the Income Tax Act, 1962 (Act No. 58 of 1962), or any previous or subsequent Income Tax Acts, the Customs and Excise Act, 1964 (Act No. 91 of 1964), or any previous or subsequent Customs and Excise Acts, the Sales Tax Act, 1978 (Act No. 103 of 1978), prior to the repeal thereof, and/or the Value-Added Tax Act, 1991 (Act No. 89 of 1991), or in any subsequent Value-Added Tax Acts, or any proclamations, regulations or rules made under any of the said
- Acts, or in any office, post, or position that I may at any time hold or occupy under the said Acts, except when I shall be required to do so in the course of my duties, or by order of a competent court of law, and that I will always observe secrecy with regard to all such particulars, matters and information.
- (j) I understand that I must perform my duties in accordance with the SARS Security Policies, Standards and Procedures.
- (k) I understand that the above is applicable not only during my term of employment, office or contract, but also after my services (including services contemplated in paragraph (h) (ii) and (iii) in or with, as the case may be, SARS or the Board (or its successor) have been terminated.
- (l) I am fully aware of the serious consequences that may follow on any breach or contravention of the above mentioned provisions and instructions, as well as that action will be taken in accordance with the SARS Disciplinary Code, which may lead to dismissal, criminal proceedings or both.

Signature.....

(Must be signed in the presence of a Justice of the Peace, Magistrate or Commissioner of Oath)

Date.....Place.....

I certify that prior to my administering the prescribed oath/affirmation; I put the following questions to the deponent and wrote down his/her answers thereto in his/her presence:

(a) Do you know and understand the provisions of the above statement? Answer.....

(b) Do you have any objection to taking the prescribed oath/affirmation? Answer.....

(c) Do you regard the prescribed oath/affirmation as binding on your conscience? Answer.....

I certify that the deponent acknowledges that he/she knows and understands the provisions of this statement which was sworn to/affirmed and signed by the deponent in my presence.

Justice of the Peace/Magistrate/Commissioner of Oath: Signature

Designation.....Ex officio Republic of South Africa

Date..... Place.....

Full names and surname.....

Address.....

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