



RFP 08-2026

BUSINESS REQUIREMENTS SPECIFICATION (BRS)

Table of Contents

1. Introduction.....	2
2. Background.....	2
3. Scope of Work.....	2
4. Obligations and Responsibilities.....	7
5. Service Provider Obligations.....	8

1. Introduction

The purpose of this document is to detail the Scope of Work (SOW), incorporating the tasks and responsibilities of the Service Provider required by the **South African Revenue Service (SARS)** for the provision of cleaning services.

2. Background

The South African Revenue Service intends to appoint a service provider for the cleaning services. The physical scope of the site is defined as the **Kasteel Park Office**, comprising of the following three (3) distinct buildings:

Building Name	Specific Levels/Areas	Size (Approx. SQM)
Buren Building	Total Building	5 136.28 m ²
Nassau Building	Total Building	5 140.00 m ²
Oranje Building	1 st Floor (2 343 m ²) & 2 nd Floor (1 150 m ²)	3 493.00 m ²
Total	Kasteel Park Precinct	13 769.28 m ²

SARS intends to enter into a Service Level Agreement (SLA) with the successful Service Provider to execute these services.

3. Scope of Work

3.1 Contract Framework

3.1.1 Nature of Service

The detailed scope of work is structured as a **labour-only contract**, as related services such as hygiene services, cleaning equipment, chemicals, and consumables are covered under existing SARS contracts.

- **Service Provider Responsibility:** Provision of management, vetted cleaning staff, and the execution of all cleaning tasks.

- **SARS Responsibility:** SARS has an existing national contract for provision of all cleaning equipment (vacuums, polishers), consumables (toilet paper, soap), and chemicals.

3.1.2 Contract Duration

The contract duration is **twenty-four (24) months**, with an option to extend for up to **twelve (12) months**. SARS shall have an option to, on a prior written notice to the service provider, extend the validity of the Agreement by a period of up to twelve (12) months.

3.1.3 Compliance Requirements

To ensure industry standards are met, the service provider must be a registered member with the following organisation. Failure to maintain registration will result in disqualification:

- National Contract Cleaners Association (NCCA)

3.2 Operational Hours & Response Times

3.2.1 Standard Working Hours

The service provider must structure their shifts to accommodate the following operational windows:

Location	Operational Days	Shift Options (Flexi-Time)
Kasteel Park Office	Monday – Friday	• ±06:00 to 15:00+ • ±06:30 to 15:30+ • ±07:00 to 16:00+

Activity Planning: Disruptive tasks (vacuuming, mopping high-traffic areas) must be scheduled to cause minimal disruption to SARS core business operations.

Site Accessibility: The site is accessible from 05:30 to 18:00 for logistical purposes.

3.2.2 Response Times

Standard Service Call: Maximum **2 business hours** following a logged call.

Emergency Service Call: Maximum **2 hours** following an emergency log.

Definition: Response time is measured from the moment the call is logged until the service provider's representative physically arrives on-site and meets the Facility Manager.

3.3 Staffing & Supervision

The service provider must assign a dedicated supervisor who shall be present on site at all times during operational hours. This supervisor will be the person that reports and liaise with SARS representative on daily basis. SARS representative will communicate with only this delegated person regarding inspections and / or defective work / workmanship. SARS' representatives will not act as supervisors to the service provider's staff.

3.3.1 SARS Recommended Minimum Staff Complement

Role	Allocation per Building	Total for Precinct
Cleaners	5 per building	15
Supervisors	N/A	1 (Roaming/Central)
TOTAL	5 per building	16 Staff Members

3.3.2 Relief & Continuity Protocol

The service provider guarantees that the full operational complement is present at all times.

Absence Management: In the event of unforeseen circumstance such as strikes, sickness, leave, or training, a **relief cleaner** must be deployed immediately. The service provider is to provide temporary staff as relief for any period of absenteeism and illness. It is required that the replacement person be on site by 06:00 on notice by supervisor. Replacement during sick/local leave of cleaning personnel should be provided at all times. Failure to have a replacement person on duty will mean that the service provider will have to alter its tax invoice to make allowance for the period not covered by its personnel. It is in the interest of the service provider to keep accurate records of attendance of staff.

Security Vetting: All relief staff must possess valid, up-to-date security clearance identical to the permanent team. **Unvetted staff will be denied access**, and such incidents will be recorded as a Service Level failure. A list of names of employees that

will be working on the site during a given time must be made available to the supervisor. Should any exchange of personnel take place, the supervisor must be informed accordingly in writing. Unidentified employees, and employees whose names do not appear on the list, will not be allowed to enter the site.

3.3.3 Uniforms & Identification

Staff must wear robust, standardised uniforms that are clearly distinguishable.

Name tags with the cleaner's full name must be visible at all times.

PPE (Gloves, goggles) will be provided by SARS based on the weekly stock request.

3.4 Cleaning Specifications & Frequencies

The following table depicts the minimum service requirements:

Area / Item	Scope of Work	Frequency
Carpets	Pre-Commencement Clean (Ends by 07:30/07:45): High-filtration vacuuming of traffic lanes and open offices. Spot-clean visible spills immediately <i>Note: Must be noise-free by 08:00</i>	Daily
Lifts & Stairs	Sanitization & Safety: Sweep and mop stair treads. Sanitize handrails and lift buttons Polish stainless steel lift panels	Daily (Pre-08:00)
Bathrooms	A. Deep Clean Cycles (Twice Daily): Recommended times: 08:00 & 13:00 Scrub toilets/urinals, polish mirrors, wet mop floors, replenish stock B. Hourly Spot Checks: Pick up litter, dry wet floors, wipe vanities C. Verification: Sign the Bathroom Log behind the door after every interaction	Twice Daily Deep Clean Hourly Checks
Kitchens	Service Cycles (09:00 & 14:00): Wipe counters/appliances, mop floors, empty bins Verification: Sign the visible Kitchen Log upon completion	Twice Daily

Area / Item	Scope of Work	Frequency
Relaxation Areas	Wipe down tables and seating Sweep and mop floors Verification: Sign Area Log upon completion	Once Daily
Crockery & Cutlery	Collect used items from desks/meeting rooms Wash, dry, and stow in kitchen cupboards.	Twice Daily (11:00 & 14:30)
High Touch Points	Disinfect door handles, light switches, and rails	Daily

3.5 Specialized Surface Maintenance

3.5.1 Belgotex Carpets

Spill Protocol: Blot gently with absorbent pads; do not rub vigorously.

Chemicals: Use only approved low-moisture agents tested for compatibility.

Drying: Use air movers (provided by SARS) to expedite drying and prevent mildew.

3.5.2 Propel air Toilets (Compressed Air Systems)

Cleaning Method: Wipe surfaces with soft cloths; do **not** use abrasive pads.

Functionality Check: Verify water supply and air compression daily.

Reporting: Inspect inlet valves for damage and log defects immediately.

3.6 Safety & Governance

3.6.1 Safety Procedures (Spills)

Immediate Action: Cordon off spills with "Wet Floor" signage *before* cleaning begins.

Method: Clean from the outside in to contain the hazard.

Completion: Signage must remain until the floor is 100% dry.

3.6.2 Weekly Reporting & Stock Management

Quarterly Meeting: service provider must meet the business approved Campus Manager Quarterly to review performance.

Frequency of meetings to be agreed between the service provider and SARS Campus Manager.

Asset Management: service provider must maintain a register of SARS-owned equipment, noting condition (New/In Use/Broken) and reporting faults immediately.

4. Obligations and Responsibilities

Requirement by SARS from the successful service provider

- Code of Conduct, Disciplinary Conduct is the responsibility of the service provider in line with Labour laws, Bill of rights as set out in our South African constitution.
- Uniforms with identifiable company logo are to be worn at all times.
- Attendance registers to be kept daily, and in accordance with the SLA.
- Compliance with the BCEA, UIF, provident fund and Labour laws in South Africa.
- All cleaners must undergo a safety induction.
- Working times must be adhered to
- Leave planning must be done upon awarding of the contract and submitted to the supervisor no later than 6 weeks after the contract is awarded.
- The appointed service provider to ensure that the cleaning certificate is valid.
- Without limiting the liability of the service provider under this Agreement, the service provider shall take out insurance in respect of all risks for which it is prudent for the service provider to insure against, including any liability it may have as a result of its activities under this agreement for theft, destruction, death or injury to any person and damage to property.

5. Service Provider Obligations

The service provider shall adhere to the following mandatory obligations throughout the contract lifecycle:

5.1.1 Legislative & Statutory Compliance

Employment Law: Comply with all relevant employment legislation and applicable Bargaining Council agreements.

Service provider must ensure that wages are in line with the Department of Labour Sectoral Determination minimum wage rate

Statutory Proof: Submit valid proof of registration and good standing for **UIF, PAYE, SETA, and COIDA (WCA)** with the bid proposal and within **14 days** of the contract award.

OHS Act: Ensure all work is performed in strict compliance with the *Occupational Health and Safety Act* and SARS's specific safety regulations.

The successful service providers shall comply with the provision of following:

- ✓ Act 130 of 1993, Compensation of Occupational Injuries and Diseases act.
- ✓ Act 85 of 1993, Occupational Health and Safety Act.
- ✓ Basic Conditions of Employment Act (BCEA) No. 75 of 1997.

5.1.2 Insurance & Indemnity

Public Liability: The recommended service provider must submit proof or letter of intent for Public Liability Insurance to the value of R1 million to indemnify SARS against accidents, injury, or death caused by the Provider's staff. Proof of such must be provided to SARS.

Submission: Proof of such insurance must be submitted within **14 days** of the contract award.

5.1.3 Staffing & Health

Health Status: Ensure all personnel are in good health and pose no medical risk to SARS employees.

Training: All staff must be adequately trained in cleaning methodologies and chemical safety *prior* to deployment.

Vetting: Inform SARS immediately of any staff changes. SARS reserves the right to vet all new personnel; unvetted staff are not permitted on site.

5.1.4 Safety & Equipment

Safety: Safe work practises must always be followed to prevent health and safety risks for cleaner and other office occupants including but not limited to tripping, slipping, falling, cross contamination and chemical exposure hazards. The service provider shall submit a health and safety file according to SARS Property requirements for approval and kept by H&S representatives for monthly audits. The service provider shall ensure

that its staff always comply fully with any safety, fire, emergency and security procedures and policies applicable at the premises.

PPE Compliance: All staff members must always wear appropriate Personal Protective Equipment (PPE) (Safety Shoes, Gloves, Masks, etc.)

Equipment Care: Maintain all SARS-supplied equipment in good order and report defects immediately to ensure OHS compliance. The Service Provider must ensure that all cleaning chemicals are stored safely, kept properly labelled, and handled responsibly. Cleaning staff must also receive training on the correct use, handling, and storage of these chemicals to ensure a safe working environment

Reporting: Cleaners to proactively identify and formally report any health and safety risks encountered during the execution of their duties.

Constraints: The facilities shall be occupied during working hours with high volume of SARS staff, therefore working areas shall be properly demarcated. Mops and dirty water shall not be flushed into the sewer system. Working equipment should not be left lying around, must be removed to the designated storage areas.

5.1.5 Reporting & Documentation

Quarterly/Monthly Reports: Submit management reports to the SARS Facilities Manager monthly/Quarterly, covering work completed, staff attendance, and the Equipment/Supply requirements list.

5.1.6 Waste Management

Where colour coded bins are supplied for the management of waste and recycling purposes, the service provider is to separate all waste collected accordingly.

5.2 SARS Obligations

The South African Revenue Service shall:

Operational Support: Provide information and access required for the service provider to fulfil their duties.

Contract Management: Conduct **Quarterly Performance Reviews** and random quality audits.

Liability: Not accept responsibility for damages suffered by the service provider, nor expenses not explicitly agreed upon in writing.