

**SUPPLY, MAINTENANCE OF SANITARY, AND HEALTH CARE SERVICES FOR THE SARS OFFICES,
COUNTRYWIDE FOR A PERIOD OF 36 MONTHS**

1. INTRODUCTION

The South African Revenue Service (SARS) plays a key role in advancing government's socio-economic development priorities, including economic growth, poverty reduction and job creation. By collecting the revenue required to fund the initiatives, programmes and strategies of national and provincial government departments, SARS enables the delivery of essential public services and government priorities.

2. BACKGROUND

SARS operates a geographically dispersed portfolio of offices across all nine provinces and requires consistent, safe and reliable sanitary and healthcare services to support hygienic, functional and dignified workplace facilities for employees, visitors and other users. The services form an integral part of the day-to-day management of SARS facilities and are required to reduce hygiene risks, maintain acceptable ablution standards and ensure the continuous availability of essential washroom equipment and consumables at offices with differing occupancy levels, usage patterns, building configurations and lease periods. To address this operational requirement, SARS intends to appoint suitably qualified and adequately resourced service provider(s) for a period of thirty-six (36) months to supply, install, service and maintain sanitary and healthcare equipment and to provide the related consumables and scheduled or as-and-when-required services at SARS offices nationwide.

The scope includes, among other requirements, sanitary and nappy bins, automatic dispensers, toilet and urinal hygiene systems, hand-hygiene equipment, paper products, refills, bin liners, urinary mats and chemical deep-cleaning services, together with the inspection, servicing, repair and replacement obligations necessary to keep the supplied equipment in safe and effective working order throughout the contract period. The procurement is structured on a cluster basis to facilitate effective regional coverage, contract management and service responsiveness. Bidders may submit bids for one or more clusters, provided that they have the operational infrastructure, technical capability and contract-management arrangements necessary to service every SARS office included in each selected cluster.

The detailed list of SARS buildings and their addresses is contained in Annexure B. The successful service provider(s) will also be responsible for the proper installation and removal of equipment, routine inspections, replacement of defective or worn units, provision of batteries where applicable, proof of delivery, and training or skills transfer to designated cleaning personnel who will replenish specified consumables on site. All work must be performed in a manner that protects SARS property, complies with the applicable bid and contract conditions, and minimises disruption to

business operations. This specification therefore sets out the minimum technical, service, maintenance, delivery, quality and performance requirements against which bids will be assessed and the resulting contract managed. It is intended to establish a uniform and measurable service standard across the SARS office portfolio while allowing SARS to consider appropriate, environmentally responsible and technologically improved solutions, provided that such solutions meet or exceed the minimum requirements stated in this document.

3. SARS INFRASTRUCTURE

SARS operates from various offices across all provinces and is looking at appointing a service provider/s for the following provinces on a cluster basis.

- Gauteng North and Head Office
- Gauteng Central and Gauteng South
- Free State and Northern Cape
- Western Cape
- KwaZulu Natal
- Eastern Cape
- Limpopo, Northwest and Mpumalanga

Note: Please refer to Annexure B for detailed list of office with addresses.

4. SPECIAL CONDITIONS OF BID

It is SARS condition of this bid that the successful service provider/s will be liable for the cost of repairing any damage to the property incurred during the installation, maintenance, or replacement of equipment. SARS will recover such repair costs from the successful service provider.

The successful service provider/s are expected to provide training to SARS cleaners to replenish consumables regularly, especially in high volume consumption buildings.

The successful service provider/s shall, upon receipt of an instruction from SARS Physical Facilities, adjust quantities of consumables “as and when” required by SARS, not to over or under supply to the detriment of the service, based on the individual staff occupancy levels of the various buildings and lease periods. SARS will not be coerced by the service provider to issue delivery instruction and / or a purchase order.

SARS reserves the right to remove and/or add some of the buildings with one 1 months’ notice, due to change in business requirements.

5. GENERAL CONDITIONS

Bidders must comply with the general conditions of contract, SARS specifications, and bid conditions set out in the tables below.

No	Specification/ Description
5.1	The services acquired from the successful bidders will always be linked to the lease periods of the various buildings and will not exceed 36 (thirty-six) months. SARS reserves the right to terminate the contract before the period of 36 (thirty-six) months should the services no longer be required due to SARS' business requirements or where a particular lease agreement in a building has terminated, with one (1) months' notice.
5.2	Estimated quantities furnished are no guarantee regarding the actual quantities that will be ordered. It is included for price comparative purposes only and SARS reserves the right to adjust the frequency of service and quantities according to its business requirements. Please refer to Pricing Template
5.3	Appointed service providers are required to provide training plan and skills transfer to 3rd party staff in the replenishment of consumables i.e. cleaning staff - replenishment of hand paper towel dispenser - replenishment of foam soap dispenser - replenishment of hand sanitiser dispenser - replenishment of toilet seat sanitiser dispenser - replenishment toilet roll dispenser

6. BASIS FOR BIDDING

No	Specification/ Description
6.1	Bidders must clearly indicate the cluster(s) for which they are submitting a bid by ticking the applicable column in Annexure B. If a bidder does not tick a cluster, SARS will regard the bidder as not bidding for that cluster and will evaluate the bid only against the selected cluster(s). Bidders must submit pricing for <u>ALL</u> offices within each selected cluster; <u>failure to do so will result in automatic disqualification.</u>
6.2	The successful bidder(s) must have the necessary infrastructure within the cluster(s) bidding for to ensure effective contract execution and management. Bidders must indicate the applicable cluster(s) on the tick sheet provided as Annexure B and may bid for one or more clusters, including all clusters. Bidders that have physical presence in Gauteng province can still bid for cluster F&G
6.3	Bidders may make use of sub-contractors. The contract will however be awarded to the bidder 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.

7. CONTRACT ADMINISTRATION

No	Specification/ Description
7.1	Hygiene supplies may be ordered at short notice from time to time, “as and when required”, during the contract period. Successful bidder/s are therefore requested to furnish their appointed offices with full particulars of the contact number and person to ensure that adequate stock is carried by each office, before the contract comes into operation.
7.2	If during the contract period, the item/model to be supplied in terms of the contract is replaced with a new model, or withdrawn by the manufacturer, the right is reserved to either allow the contractor to supply the new model or to cancel the item, with the prior approval of SARS. In such an event, the service provider must submit supporting evidence from the manufacturer to the effect that the item/model has been withdrawn or replaced. Full particulars and technical specifications of the replacement item/model must be submitted for approval to the SARS

8. MAINTENANCE

No	Specification/ Description
8.1	All rental equipment supplied or models delivered in terms of this contract shall be new and in working order
8.2	All rental equipment supplied in terms of this tender, should be replaceable and in working order for the duration of the contract
8.3	SARS expects a 72-hours (three working days) service period from receipt of the purchase order
8.4	Maintenance of units as and when required to be done by successful bidder in accordance with the manufacturer's warranty
8.5	Monthly inspection required by service provider and maintenance of units thereafter will be required

9. DELIVERY

No	Specification/ Description
9.1	Successful bidders should take note that contractual delivery/ service period 48 hours (two working days) must be strictly adhered to and that any breach of contract in this regard by any contractor may result in SARS availing itself of any of the remedies, i.e. Monetary penalties, cancellation of contract, etc.
9.2	Service providers are required to complete Proof of Delivery (POD) when delivering items.

10. SERVICE

No	Specification/ Description
10.1	Serviceable items must be replenished within specific timeframes as required by SARS and detailed in the pricing template, e.g., air freshener, auto sanitiser within 30 days

11. INSTALLATION

SARS Regional Physical Facilities Management will secure the landlord approvals for installations where necessary. All installations and removals of the equipment will be subject to written consent from the Regional Physical Facilities Management representative. The successful Bidder is liable for any damages of the premises when equipment is to be removed at the end of the contract. The successful Bidder will be responsible for any repairs, including the replacement of wall tiles, to the premises.

12. DETAIL SPECIFICATIONS OF EQUIPMENT, CONSUMABLES AND SERVICES

The following specifications are the minimum equipment, consumables, and service requirements of the South African Revenue Service. Failure to comply with the minimum requirements will be regarded as non-compliance.

12.1 SPECIFICATION FOR SANITARY HYGIENE BINS AND NAPPY BINS FOR FEMALE STAFF

No	DESCRIPTION
1	White coated plastic 20 litre automatic sensor sanitary bins
2	White coated plastic 50 litre nappy bins
3	Must have a self-closing, tight fitting lids with trap doors as well as a lifting sensor mechanism the batteries supplied free of charge
4	Bins must be replaced free of charge in the event of breakage through normal wear and tear
5	Bins must be lined with red plastic bags (bin liners)
6	The plastic liners in the bins to be replaced with every service
7	Bins to be treated with SABS tested environmentally friendly chemicals which will sanitise, sterilise and deodorise.
8	Chemicals to inactivate all bacterial and viral growth due to the hazards of medical and other types of waste
9	The chemicals to release a bacterial vapour with a pleasant fragrance
10	Automatic sensor SHE Bins must be serviced/replenished weekly

11	Nappy Bins must be serviced/replenished bi-weekly
12	Bins must be serviced/replenished weekly, monthly or bi-weekly
13	Bins to be maintained weekly, monthly, or bi-weekly

12.2 SPECIFICATIONS FOR AUTOMATIC TOILET AND MEN'S URINAL SANITISERS

	DESCRIPTION
1	White coated plastic sanitisers to be installed
2	Sanitising liquid (800ml) must be replenished as a service
3	Sanitisers must not interfere with any plumbing mechanism.
4	Leaking sanitisers to be replaced free of charge
5	Sanitiser liquid must clean, deodorise, and remove deposits.
6	Sanitiser fluid must contain a concentrated bacteriostat /detergent that inhibit the growth of bacteria which causes malodour
7	Sanitisers to be independent of flushing mechanism
8	Sanitiser liquid to be biodegradable
9	Sanitiser liquid to drip every ninety (90) seconds
10	Sanitisers to be replaced free of charge in the event of breakage through normal wear and tear
11	Dispensers to be maintained monthly

12.3 SPECIFICATIONS FOR AUTOMATIC AIR FRESHENER DISPENSERS

	DESCRIPTION
1	Automatic white coated plastic dispensers to be installed by the appointed bidder
2	Air freshener dispensers and aerosol canisters to be installed with batteries supplied free of charge
3	The aerosol canisters must be changed as a service
4	Air fresheners to have automatic and adjustable spray settings
5	Air fresheners to be programmed to deodorise and sanitise air at specific predetermined intervals in all washroom facilities
6	The air freshener aerosol to be environmentally friendly
7	Automatic air freshener dispensers to be replaced free of charge in the event of breakage
8	Air freshener dispensers to be maintained monthly

12.4 SPECIFICATIONS FOR ANTI-THEFT BRACKETS FOR AUTOMATIC AIR FRESHENER DISPENSERS

	DESCRIPTION
1	The bidder to install white coated mild steel bracket to fit standard dispensers
2	Must be lockable
3	To be replaced free of charge in the event of breakage
4	To be maintained monthly

12.5 SPECIFICATIONS FOR AUTOMATIC SENSOR FOAM SOAP DISPENSERS

	DESCRIPTION
1	Automatic sensor, white coated plastic 400ml foam soap dispenser to be installed
2	Automatic sensor, white coated plastic 800ml foam soap dispenser to be installed
3	Automatic sensor foam dispensers must have a reliable, user-friendly pump mechanism
4	Foam dispensers to provide economically premeasured amounts of foam with each pull/push
5	Automatic foam sensor dispenser should be SABS approved, high quality, easy refill and low maintenance
6	Foam dispensers must be completely drip free, if the dispenser drip, the successful bidder will be required to replace free of charge
7	It must be a sealed system so that the foam does not dry out, deteriorate or become infected
8	The dispenser to cater for a minimum of one thousand two hundred (1200) hand washes
9	Mild and user-friendly foam soap is to be used
10	The foam dispenser must be replaced free of charge in the event of leaking
11	The bidder must replace the foam dispenser free of charge if the pump mechanism is faulty, including supplying replacement batteries at no cost
12	The foam dispenser must be replaced free of charge in the event of breakage through normal wear and tear
13	The dispenser to be maintained monthly

12.6 SPECIFICATIONS FOR TOILET ROLL HOLDERS

	DESCRIPTION
1	White coated plastic dispenser to be installed
2	Toilet roll holder must accommodate at least three (3) standard size toilet rolls (TR3)
3	Toilet roll holder must be lockable to eliminate wastage and theft.
4	Toilet roll holder must be easy to fill.
5	Toilet roll holders have a powder coated rust proof construction.
6	Toilet roll holders will be replenished by the SARS cleaners on site
7	Bidder will be responsible for replacement of toilet roll holder or locking mechanism free of charge in the event of breakage.
8	The toilet roll holder to be maintained monthly

12.7 SPECIFICATIONS FOR AUTOMATIC SENSOR TOILET SEAT SANITISER DISPENSER

	DESCRIPTION
1	White coated plastic automatic sensor sanitiser dispenser (400ml) to be installed
2	Seat sprays liquid (sachet) will be replenished by SARS' cleaning staff.
3	Sanitisers should not interfere with any plumbing mechanism
4	Sanitisers should be independent of flushing mechanism
5	Sanitisers should be equipped with adjustable spray settings
6	Seat spray dispenser should not leak. If so, the bidder will be responsible for a replacement at no additional cost?
7	Seat spray dispenser will be replaced free of charge by the bidder in the event of breakage through normal wear and tear
8	The sanitiser dispenser to be maintained monthly by the bidder this includes the replacement of batteries at no cost

12.8 SPECIFICATIONS FOR AUTOMATIC SENSOR HAND PAPER TOWEL DISPENSERS

	DESCRIPTION
1	White coated plastic automatic sensor dispenser to be installed
2	Dispenser to be automatically operated and lockable
3	Batteries to be provided and replaced by bidder as and when required at no additional cost
4	Programmable for length of paper to be dispensed
5	Automatic cut off
6	Paper towels will be replenished by the SARS cleaners on site.
7	Dispenser will be replaced free of charge in the event of breakage
8	The paper towel dispenser to be maintained monthly

12.9 SPECIFICATIONS FOR WALL MOUNTED WASTEPAPER BIN

	DESCRIPTION
1	White coated plastic wall mounted wastepaper bin to be installed
2	Approximately 30 litre capacity
3	The bin to be maintained monthly

12.10 SPECIFICATIONS FOR URINAL AUTO FLUSHERS

	DESCRIPTION
1	Stainless steel dispenser to be installed
2	Automatic flush every 24 hours
3	Two (2) second pre flush to wet urinal and prevent uric acid build up on porcelain
4	Activated by an infrared sensor, with a maximum of 65cm range when a user is in front of the urinal, it must register to flush automatically
5	Battery operated with infrared sensor
6	Battery to be provided and replaced by the bidder when necessary
7	Auto flusher to be maintained monthly

12.11 SPECIFICATIONS FOR AUTOMATIC SENSOR HAND SANISITER DISPENSERS

	DESCRIPTION
1	Bidder must install white coated automatic sensor hand sanitiser dispenser (400ml)
2	Should be lockable and refillable
3	Dispenser must have a reliable, user-friendly pump mechanism
4	Dispenser to provide economically pre-measured amounts of liquid with each pull/push
5	Dispensers must be completely drip free
6	It must be a sealed system so that the liquid does not dry out, deteriorate or become infected
7	The dispenser will be replaced by the bidder free of charge in the event of leakage
8	The dispenser will be replaced free of charge by the bidder in the event of a faulty pump mechanism or breakage through normal wear and tear
9	Sanitizer sachets will be replenished by SARS' cleaners on site
10	To be maintained monthly by the bidder which includes the replacement of batteries at no additional cost

12.12 SPECIFICATIONS FOR 2PLY SOFT HAND PAPER TOWELS

	DESCRIPTION
1	Paper towel must be perforated and double ply. The width of the towel must be approximately 200mm, the roll length approximately 125 meters NB: Costing to be per roll (not recycled paper)
2	Paper towels must be perforated to be dispensed in individual sheets
3	Paper towels must be biodegradable.
4	Paper towels must be made from a blend of nonwoven synthetic and natural fibres.
5	Paper towels must be soft and gentle on hands and face.

6	Paper towels must be strong and will not dissolve when pulled with wet hands.
7	Should be environmentally friendly and recyclable
8	Paper towels will be replenished by the SARS cleaners on site

12.13 SPECIFICATIONS FOR TISSUE (FOLDED) HAND PAPER TOWELS

	DESCRIPTION
1	Should be Q cut folded perforated double ply hand towels
2	Approximately folded size-W x D-240mm X 90 mm
3	Must have 200 sheets per pack NB Costing to be per pack (not recycled paper)
4	Paper towels must be biodegradable and environmentally friendly
5	Paper towels must be soft, gentle on hands and face.
6	Towels will be replenished by SARS cleaners on site.

12.14 SPECIFICATIONS FOR TOILET PAPER

	DESCRIPTION
1	1 Ply and 2 Ply virgin toilet paper unwrapped as per quantities (not recycled paper)
2	1 Ply virgin toilet paper with 500 sheets per roll (not recycled paper)
3	2 Ply virgin toilet paper with 350 sheets per roll (not recycled paper)
4	Should be supplied in 48 units per bale
5	Toilet paper to comply with SANS 1887. Attach proof of compliance at the time of tender.
6	Should be environmentally friendly
7	Toilet paper will be replenished by the SARS cleaners on site

12.15 SPECIFICATIONS FOR AUTOMATIC AIR FRESHENER CANISTERS

	DESCRIPTION
1	Scented automatic air freshener canister to fit into the supplied mechanism (dispenser)
2	Should be environmentally friendly and CFC free
3	Air fresheners to deodorise and sanitise air in all the areas where dispensers are installed
4	Various fragrances to be made available
5	Frequency of replacement air freshener canisters required every 30 days

12.16 SPECIFICATIONS FOR HAND SANITISER REFILL

	DESCRIPTION
1	400ml, 70% alcohol-based refill to be supplied
2	Hypo allergenic, anti-bacterial and gentle on the skin
3	Dermatologically tested
4	Easy to fit into hand sanitiser dispenser cartridge system which is hygienically sealed and non-drip
5	To be replenished by the SARS cleaners on site

12.17 SPECIFICATIONS FOR FOAM SOAP AND LIQUID REFILLS

	DESCRIPTION
1	Bidder must supply 400ml and 800ml scented foam soap sachets
2	Hand Washing liquid Soap (5 Liters)
3	All soaps to be hypo allergenic, anti-bacterial and gentle on the skin
4	Dermatologically tested
5	Easy to fit into hand sanitiser dispenser cartridge system which is hygienically sealed and non-drip
6	To be replenished by the SARS cleaners on site

12.18 SPECIFICATIONS FOR TOILET SEAT SANITISER REFILL

	DESCRIPTION
1	A 400ml refill sachet to be supplied
2	Hypo allergenic, anti-bacterial and gentle on the skin
3	Dermatologically tested
4	Easy to fit into dispenser cartridge system which is hygienically sealed and non-drip
5	To be replenished by the SARS cleaners on site

12.19 SPECIFICATIONS FOR URINARY MATS

	DESCRIPTION
1	Anti-splash, scented, round mats to be supplied
2	Approximately 18 cm in diameter. Not bigger than 18cm
3	Quick draining and should retain its original size
4	To be replenished by the SARS cleaners on site
5	The price must be provided per unit cost of the urinary mats

12.20 SPECIFICATIONS FOR CLEAR PLASTIC BIN LINERS FOR WASTEPAPER BINS

	DESCRIPTION
1	Plastic bin liner should fit into the wall mounted wastepaper bin supplied
2	Approximately 60mm x 650 mm 25 Niclon
3	To be replenished by the SARS cleaners on site

12.21 SPECIFICATIONS FOR AUTO SANITISER REFILL

	DESCRIPTION
1	Sanitiser refill must prevent uric scale build up from occurring and to also clean existing scale build
2	To help maintain pipes, traps and drains of urinals
3	To reduce smells in ablutions
4	Easy to fit into dispenser cartridge system which is hygienically sealed and non-drip
5	To be 100% biodegradable and environment friendly
6	Frequency of replacement auto sanitiser refill by bidder required every 30 days. Bidder is responsible for servicing the auto sanitiser

12.21 SPECIFICATIONS FOR CHEMICAL DEEP CLEANING OF ABLUTION AREAS

	DESCRIPTION
1	Monthly chemical deep cleaning of facilities (wash basins, toilets, urinals, showers)
2	Use safe environmentally friendly preparations when doing deep cleaning
3	Serviced by skilled trained and supervised operators.

Annexure B

List of SARS Offices that will participate in this contract

Note: Bidders are requested to indicate the cluster they are bidding for by inserting a tick on the template provided on Annexure B: Tick sheet and ensure that the price template is completed as per the cluster they are bidding for.

Where a service provider does not insert a price, it will be assumed that the service provider does not submit a bid for that specific cluster.

