



RFP 15/2019

**SPECIFICATIONS
FOR
THE PROVISION OF CLEANING
SERVICES AT SARS OFFICES
NATIONWIDE**

1. INTRODUCTION

The South African Revenue Service (SARS) mandate under the South African Revenue Service Act, 34 of 1997 includes the collection of all revenues that are due, ensuring maximum compliance with revenue legislation and providing a customs service that will maximise revenue collection, facilitate trade and protect the borders of South Africa. SARS' vision is to be an innovative revenue and customs agency that enhances economic growth and social development and supports South Africa's integration into the global economy in a way that benefits all citizens. SARS strives to exercise its mandate in an efficient and cost effective manner.

The Corporate Real Estate (CRE) division is mandated to provide fit for purpose infrastructure to support SARS' operational requirements. Key to this mandate is the operations and maintenance of all properties in SARS portfolio.

SARS property portfolio comprises office space, warehouses, filing and storage spaces/stations, border post offices, branches and contact centres. Most of these are high traffic zones which serve SARS clients. The table below breaks down SARS national portfolio per accommodation type.

Table 1: National Building portfolio breakdown

BRANCHES (FRONTLINE AND HIGH TRAFFIC SPACE)	FILING/ STORAGE SPACE	OFFICE SPACE	WAREHOUSE	LAND	SPECIAL OPERATIONAL SPACES i.e. DETECTOR DOG UNITS (DDU)
63 104m ²	32 137 m ²	245 084m ²	46 714 m ²	24 648 m ²	26 595 m ²

SARS invites proposals for the provision of cleaning services from Service Provider with the requisite experience, skills and competencies, across its properties countrywide.

2. DURATION OF SERVICE

This is a full risk contract for a period of **thirty six (36) months** from the date of award.

3. SCOPE OF WORK

The Service Provider will be expected to render a comprehensive cleaning service including but not limited to:

- Scheduled/ routine day-to-day cleaning services (as per the standard cleaning methods indicated in section below). This includes window cleaning to accessible heights;
- Specialist cleaning services on an *ad hoc* basis e.g. cleaning of high rise windows at unreachable height and glass facade;
- Reactionary cleaning services (for specific functions or incidents) as and when required;
- Provision and control of all cleaning staff, cleaning materials and cleaning equipment, uniforms etc. and anything else necessary to deliver on the mandate of the cleaning contract; and
- Distribution and control of sanitary consumables including toilet paper required in the buildings at the various locations of SARS' Operations (Note this excludes sanitary and nappy bins and bin liners).

The contract includes all cleaning services that requires the provision and maintenance of equipment and the provision of consumable supplies [cleaning detergents/disinfectants/polishes/finishes, etc.] required for the intended use; is further associated with the cleaning of premises / working environment, and all supplies and equipment associated therewith.

Bidder to submit a staffing plan and proposal of labour to be allocated to the contract to meet the requirements of the cluster tendered for in the Technical Response Template include in **Annexure D**.

A recommended minimum number of cleaners, supervisors/ team leaders are indicated in the Pricing Schedule for each building. This is to provide minimum guidelines for comparative pricing evaluation purposes and the final number will be negotiated with the winning bidder. SARS reserves the right to change these numbers, before the final signing of the Service Level Agreement (SLA).

4. EXTENT OF AREAS TO BE CLEANED

SARS operates from various offices across all provinces. The Service Provider shall provide cleaning services for SARS owned and leased buildings nationwide. The buildings vary in size and usage as indicated in the attached **Annexure B**.

Table 2: Summary of building areas to be cleaned

Cluster	Region	Total Area (m ²)	% of Total area	No. of buildings
A	Limpopo	31 419	7%	7
B	Gauteng North and Mpumalanga	50 490	12%	13
C	Free State and North West	31 467	7%	12
D	Eastern Cape	26 036	6%	9
E	KwaZulu Natal	65 712	16%	16
F	Western Cape	55 742	13%	23
G	Gauteng Central	55 286	13%	12
H	Gauteng South	53 699	13%	14
I	Head Office (HO)	50 058	12%	9
	Grand Total	419 909	100%	115

All SARS offices in the specified clusters as per **Annexure B** will participate in this contract.

SARS reserves the right to amend the “cleaning” requirement of any site/office should the situation in such said office/site change during the contract term, as per reservation clause 7.7.14 of “Summary, Guidelines, Conditions and Instructions”.

5. CLEANING SPECIFICATIONS

The following specifications are the minimum requirements of SARS. Failure to comply with the minimum requirements will be regarded as non-compliance. Bidders should note the key service areas found in each building, including floor surface specifications and wall finishes in each area to quantify the scope of works within the buildings and each accommodation type.

The Service Provider must use SABS approved cleaning detergents, disinfectants and any cleaning chemicals as per SABS standards. The Bidder shall be required to supply a list of all the cleaning material and chemicals including **the Material Safety Data Sheets (MSD) on award**. SARS encourages the bidders to strive to move towards a totally “green” solution.

The Service Provider shall purchase and utilise environmentally sensitive cleaning products as far as possible.

Service Provider shall be responsible to maintain clean, safe, healthy facilities and eliminate contaminants that might affect SARS employees’ and other stakeholders’ health, performance and attendance.

5.1. SPECIFIC FINISHES FOR BUILDING SERVICE AREAS

The table below provides an indication of the areas in the buildings to be serviced for cleaning purposes and applicable finishes. These finishes are not certified to be fully comprehensive and are only guidelines. The Bidders are advised to acquaint themselves as to the exact situation, boundaries and areas, as well as the diversity of the various groups and buildings. Bidders may at own discretion conduct a comprehensive assessment of the buildings in the clusters that they are bidding for to familiarise themselves with the extent of the buildings and services required. The contact persons per building are included in **Annexure B**.

NOTE TO BIDDERS:

- **Floor coverings:** SARS building floors are covered in an array of floor coverings, which are SABS, rated. The supplier is expected to clean (vacuum and wash) carpets in accordance with the manufacturer’s specifications for cleaning.
- **Wall finishes:** The majority of the building walls are painted with Dulux/ Plascon products for aesthetics improvement. Meeting room walls are made up of a mixture of glass and paint treated dry walling.

Table 3 - Breakdown of service areas and typical finishes per service areas

SERVICE AREA	TYPICAL FLOOR COVERING
Office space	Carpets
Passages	Carpets
	Tiles
	Vinyl tiles
	Wooden Floors
Main entrances, Public Areas, Landing areas and Reception areas	Tiles
Meeting rooms, auditoriums / conference centre	Carpets
Kitchens and Pause areas	Mostly Tiled
Toilets and showers	Tiles
Storerooms, Strong rooms	Carpets
	Vinyl Tiles
Emergency stairs	Vinyl Tiles, Tiles, Granolithic, Metal or Floated Cement Floors
Warehouses	Floated Cement
	Epoxy Painted
Basements	Floated Cement

5.2. CLEANING METHODS FOR SPECIFIC FINISHES

The specifications and frequency schedules below provide an indication of the areas and buildings to be serviced for cleaning purposes as well as a guideline to minimum requirements and may be adjusted in accordance with SARS requests, mutual arrangements or to ensure a better service.

Notwithstanding the foregoing, all areas with a higher occupancy (feet traffic) will be expected to be serviced more frequently in order to meet minimum standards to ensure an “always neat” appearance.

In general, it is accepted, as far as corporate images are concerned, that the Service Provider will take just as much pride in the neat appearance of the buildings, as

SARS does. Furthermore, it must be noted that the minimum service requirement will be adherence to the standard set for the cleaning industry, as per the National Contract Cleaners Association.

This information will be used in the development of the SLA.

Table 4 Specification per service area

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
Vinyl floor coverings	Mop floors	Alternate days	Daily
	Sweep with a chemically impregnated mop (High traffic areas)	Daily	Daily
	Wash vinyl floors	Weekly	Weekly
	Scrub vinyl floors to remove marks	When necessary	When necessary
	Polish with rotary machine: non-slippery polish must be used i.e. use energy efficient vacuum cleaners and polisher	Alternate days	Daily
	Spray buff	2 x Week	2 x Week
	Strip and seal	Twice per annum	Twice per annum
	Strip and seal where sealing is worn	On Request	On Request
Wooden floor coverings	The same method to be used as for vinyl floors except that a special wood sealer must be used, and for polishing a non-slippery polish containing wax must be used	Alt days	Daily

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
Marble, terrazzo, ceramic, clay and quarry tiles	Sweep and damp mop floors	Alternate days	Daily
	Use a mop and clean water to remove marks	Alternate days	Daily
	Buff floors with a rotary machine with approved brushes. Under no circumstances may soap or acidic agents be used – surfaces may be washed with water only.	Alternate days	Weekly
Carpets	Vacuum with an approved vacuum cleaner: Open offices and other open areas	Alternate days	Daily
	Single offices	Weekly	Daily
	Remove dirty marks	Ongoing when required	Ongoing when required
	Shampoo of carpets with cleaning agents that are environmentally friendly	Once a year	Once a year
Interior granolite and other ceramic tiles	Sweep	Daily	Daily
	Scrub with soap and water	Weekly	Weekly
Building surroundings and covered areas	Remove refuse from refuse bins	-	Daily
	Sweep connecting passages and patio areas	Weekly	Weekly

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
	Wash connecting passages and patio areas	Daily	Daily
	Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse materials	2 x Week	2x Week
Wall paintwork, wood panelling and other surfaces	Clean walls, wood panelling and other partitions with a soft damp cloth	Weekly	Weekly
	Remove all finger marks from walls, doors and electric switches	3 x Week	Daily
	High inside walls to be cleaned with squeegee (with extension)	Monthly	Monthly
	Remove all posters, notices, pamphlets, brochures, etc. from any surface other than notice boards and report damages to paint or wood	Daily	Daily
	Clean all doors, handles, and remove all finger marks	Daily	Daily
	Clean all light switches, controllers, etc. removing all marks	Daily	Daily
	Clean all shine metal, name boards,	2 x Week	2 x Week
Glass partitions	Remove spots or dirty marks on glass doors, steel cabinets	3 x Week	Daily

FINISHING TYPE	SERVICE	FREQUENCY	
		OPEN AND SINGLE OFFICES	PUBLIC AREAS
	and glass partitions		
Roller blinds and Louver drapes	Wash with antistatic solution and soap	Quarterly	Quarterly

6. STANDARD CLEANING METHODS FOR SERVICE AREAS

The Bidder needs to take into account the following cleaning standards and norms which need to be applied during the course of the service. The specifications as mentioned on the previous pages are also applicable in these areas and vice versa.

AREA	STANDARD CLEANING METHOD	FREQUENCY
Offices	Empty all rubbish bins	Daily
	Empty recyclable bins/box	Daily
	Polish desk tops and office furniture, according to the manufacturer's specifications	Monthly
	Dust all horizontal surfaces with a damp cloth, according to the manufacturer's specifications	Daily
	Dust high sills/ledges and light fittings	Weekly
	Wipe and disinfect telephones with a damp cloth	Weekly
	Dust window sills and lower surfaces with a damp cloth	Weekly
	Dust picture frames with a damp cloth	Weekly
	Dust blinds with a damp cloth	Weekly
	Vacuum carpets with lean equipment that uses less electricity and water.	Weekly
	Walls and metal surfaces	As per spec above

AREA	STANDARD CLEANING METHOD	FREQUENCY
	Clean door handles with a disinfectant	Daily
	Remove spots on glass doors, steel cabinets	Daily
	Vacuum carpets with oxine spray.	Monthly
	Dust vertical surfaces (cupboards, cabinets, etc.)	Weekly
Reception areas, Foyers, Entrances and Verandas	Sweep entrance stairs	Daily
	Clean door mats, according to manufacturer's specifications	Daily
	Clean entrance doors	Daily
	Wash entrance stairs	Daily
	Clean door handles with a disinfectant	Daily
	Wash floors and buff, according to manufacturer's specifications.	Daily
	Dust light fixtures and shades	Weekly
	Sweep entrance stairs	Daily
	Clean and disinfect door handles and railings	Monthly
Boardrooms, Meeting room, auditoriums, conference areas	Boardroom must be cleaned before 07:30 or according to time schedule/arrangement	Daily
	Wash and clean black, green and/or white boards.	2 x Daily
	Mop floors, according to manufacturer's specifications. Vacuum carpets of boardrooms	Weekly
	Dusting of all surfaces. Damp wipe tables and set up boardrooms with glasses and water jugs per booking schedule of boardrooms. Provide water, tea, coffee, etc.	As per booking schedule / daily
	Washing of dishes, including cutlery and crockery used during meetings. Set up tables in pause areas with cutlery, crockery, tea coffee, etc. as per booking schedule of boardrooms.	Daily / On demand

AREA	STANDARD CLEANING METHOD	FREQUENCY
	Clear boardrooms of used cutlery, etc. after every meeting	
Kitchens, pause areas Kitchen, Fixtures and Appliances, incl.	Kitchens must be cleaned before 07:30 or according to time schedule/arrangement	Daily
	Wash floors with mop and soap, according to the floor cover type manufacturer's specifications.	Daily
	Wash work top surfaces with disinfectants	Daily
	Clean upholstered furniture	As per spec above
	Use reusable microfiber cloths instead of disposable cloths.	Daily
	Wash tiles where required with disinfectant, according to the manufacturers specifications.	Daily
	Empty and wash rubbish bins	As per spec above
	Washing of dishes in all kitchens (Wash crockery, cutlery, water-bottles and decanters)	Daily
	Dry wipe and sanitise all fixtures to ensure they are free of grease, dirt, dust, marks, stains and cobwebs.	Daily
	Wash refrigerators/freezer's internal surfaces to remove dirt, food smudges and smears. Dry wipe and sanitise the insides and outsides of electrical equipment, i.e., microwaves, toasters, coffee machines, etc. Defrost freezer and fridge and remove unwanted food, smells, etc.	Weekly
	Empty waste bins and wipe if required and replace bin liners if required. Odourless	Twice daily

AREA	STANDARD CLEANING METHOD	FREQUENCY
	and clean Replenish hand towels	
	Wash crockery and cutlery, dry and store after every meeting and store away at the end of the day. Clean and sanitise all basins. Mop clean floors with disinfectant to ensure no visible marks. Damp wipe and disinfect countertops. Damp wipe and disinfect cupboards storage areas. Damp wipe and sanitise tables and chairs. Clean out and refill hot water Urns when required.	Daily As and required
Refrigerators	Damp wipe top.	twice a week
	Remove contents & damp wipe shelves, doors and sides.	Weekly
	Defrost and clean shelves and inside surfaces.	As necessary
Rubbish Removal	Ensure that clear bins bags are used at all times	Daily
	Sort refuse from the bins.	Daily
	Empty bins from offices, kitchens, pause areas and conference room. Empty, clean, wash and disinfect all waste bins, receptacles.	Weekly or as necessary
	Remove stains and disinfect bins. Remove waste in clear plastic bags to disposal area. Recycled waste should not be mixed with non-recyclable waste.	Daily
	Wash bins	2 x Month
	Remove all refuse in plastic bags to a	Daily

AREA	STANDARD CLEANING METHOD	FREQUENCY
	designated collection area.	
	Containers of the cleaning materials should be disposed of, reused or recycled according to their instructions and the hazardous waste laws of South Africa.	When required
Safes, storerooms, strong rooms	Wash floors with mop and soap	When required or on request
	Wash walls and horizontal surfaces	When required or on request
	Dusting of all surfaces	On request
Ablution facilities (Toilets, urinals, basins, showers, etc.)	Empty and clean all rubbish and hand paper towel bins, excluding the sanitary and nappy bins.	Daily
	Wash and disinfect all toilets, wash basins,	Daily
	Clean mirrors	Daily
	Clean and disinfect door handles as well as toilet handles and taps	Daily
	Replenish toilet paper, hand soap and hand towels.	Daily
	Replenish packet liners	Weekly
	Replace seat spray sanitizer.	Every 2 weeks
	Replace batteries for dispensers (six monthly per dispenser)	Six-Monthly
	Remove marks on walls, doors, partitions and electric switches	Every 2 weeks
	Wash inside windows with a disinfectant	Daily
	Dust light fittings and shades	Weekly
	Buff floors (where required), according to the manufacture's specifications.	4 X per year or when required
	Remove scaling deposits	Monthly
	Remove soilage from bowl and under flush rim	Daily

AREA	STANDARD CLEANING METHOD	FREQUENCY
	with hard surface cleaner and brush necessary	
	Wet wash seat and lid, cistern and pipes, etc. Disinfect all components	Daily or as necessary
	Wash floors with disinfectant	Daily
	Wash walls	Daily
	Scrub shower mats with disinfectant	Daily
	Put shower mats outside in the sun	2 X Monthly
	Wash rubbish bins, excluding hygiene and nappy bins	Weekly
	Clean and polish shiny metal surfaces High traffic areas (during conferences, etc. In public areas such as cafeterias, etc.) <u>Note: All door handles, taps and toilet handles in cloakrooms and showers must be washed and disinfected</u>	Daily
Lifts	Clean mirrors	2 x Week
	Clean entire interior and control panels, wipe handrails with disinfectant	Daily
	Clean exterior sides and doors	Daily
	Sweep, damp mop or vacuum as appropriate for floor type	Daily
	Clean door jambs, remove marks from doors and control	Daily
	Clean door rail grooves (bottom)	Daily
Stairs	Wash hand railings with a disinfectant	2 x Week
	Mop and wash stair surfaces -use microfiber mops	2 x Week
	Sweep fire escape stairs	Weekly
	Remove marks on walls, doors and electric switches	Weekly

AREA	STANDARD CLEANING METHOD	FREQUENCY
	Scrub fire escape stairs	2 x Month
SARS Laboratory	Empty and clean all rubbish bins	Daily
	Sweep vinyl floors / Tiled Floors	Daily
	Wash vinyl floors / Tiled Floors	Weekly
	Buff vinyl floors	Weekly
	Dust lights and fittings	Weekly
	Clean finger marks on doors, switches	Bi-weekly
	Wash tiles and door handles with a disinfectant that poses less harm to the environment	Daily
	Walls	As per spec above
	Wash rubbish bins	2x Month
	Clean and wash green, black and/or white boards	2 x Daily
	Wash desk, chairs and tables	As per spec above
Balconies, terraces and service passages	Sweep terraces, balconies, service passages, etc. outside the building	Weekly
	Where applicable, floors should be treated according to their finish	Monthly
	Balcony railings must be regularly dusted and periodically washed	Monthly or when necessary
Building surroundings and covered areas	Remove refuse from refuse bins and sort	Daily
	Sweep connecting passages and landing areas	Weekly
	Wash connecting passages and landing areas	Daily
	Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse	2x Week
Basement parking not cleaned by the landlord	Remove dust using mechanical sweeper or broom	Weekly
	Remove oil spillage with degreaser (machine scrub and dry)	As required

AREA	STANDARD CLEANING METHOD	FREQUENCY
in multi-tenant buildings	Remove litter	Daily
Refuse rooms	Remove refuse from refuse bins	Daily
	Sweep and wash floors, connecting passages and landing areas	Daily
	Cleaning of covered areas and surroundings includes the removal of paper, bottles, tins and other refuse	2x Week
	Sweep and wash floors	Weekly
	Disinfect Rooms	6 Month Intervals
Warehouses (SWH)	As per notes – Refer to Annexure “B”	Specific Requirements
Dog Detector Units (DDU)	<u>Note: Cleaning of Dog kennels, Dips, Food or Water Bowls are excluded from the contract.</u> Land: Pick-Up Refuse	Specific Requirements
	As per notes – Refer to Annexure “B”	Specific Requirements

It is the bidder's responsibility to ensure that all areas of the facilities are kept clean at all times and to perform a continuous audit ensuring adequacy in the frequency of cleaning and methodology.

The cleaning frequency must be adjusted during times of high foot traffic or exceptional use in order to maintain a high level of service and customer satisfaction.

The bidder must establish the location of those areas and make provision for frequent and additional service in order to ensure an always neat, tidy and hygienic facility.

7. GENERAL CONDITIONS AND REQUIREMENTS

7.1. Working hours

Normal working hours for SARS for weekdays excluding public holidays are from 08:00 to 17:00. However, cleaning services will be required from 06:00 to 17:30 week days subject to change due to any change in business requirements, special or restricted areas.

Some areas within SARS Head Office cluster (approximately 2 500m²) operate on a 7 days, 24 hour working environment and will have split shifts, (morning and the night and this refers to also weekends as and when required).

In order to provide for the requirements of SARS, working hours shall be negotiated and finalised in consultation with SARS and may be adjusted from time to time.

It could be expected from the Service Provider to provide services during special occasions, after hours, over weekends and public holidays. When service is required on Saturdays and/or Sundays, it will be pointed out to the Service Provider. When service is expected to be provided outside the stipulated hours, this will be pointed out to the service provider. The Service Provider must therefore make reference to the operating times schedule provided and provide for the cost accordingly. The Service Provider will also be expected to provide stand by duties in case of flooding due to water / fire 24 hours a day 365 days in a year.

7.2. Identification of personnel

SARS will issue all of the Service Provider's staff with personal identification tags at the Service Provider's cost. It will be the responsibility of the Service Provider to ensure that all cleaning personnel on site display their identity tags at all times in such a way as to be fully visible. Subject to satisfying the foregoing, staff failing to display their identification tags may be removed from the site. The Service Provider must take responsibility for deactivation of such cards in cases where staff is no longer in the service of the Service Provider or at the expiry of the contract.

7.3. Access cards

SARS will issue all of the Service Provider's staff with access cards at SARS cost. The replacement cost to the approximate value of R160.00 of lost cards shall be for the account of the appointed Service Provider.

7.4. Staff medical fitness

SARS reserves the right to require that all Service Provider's personnel be certified fit for duty.

7.5. Training

SARS recognizes the need for training, both induction and training occurring during the course of employment, and expects to derive both benefit and value-for-money from all training undertaken by employees of the Service Provider engaged in relation to this contract. Service Providers are also to provide for intensive training of all the staff appointed to ensure conformity with SARS requirements.

Records of such training must be submitted to SARS CRE office on an annual basis. The Service Provider shall ensure that the absence from operational duty of staff attending a training course does not affect the satisfactory provision of the specified services and shall provide relief staff to cover the affected areas.

7.6. Uniforms and Personal Protective Equipment

All Service Provider's staff must wear protective uniforms, headgear (including goggles, visors and masks) and fully covered shoes and/or boots and gloves (appropriate to their tasks and functions) whilst on duty. The Service Provider shall supply all uniforms, which shall be of good quality and in a style approved by SARS. All uniforms must bear the name and logo of the Service Provider. Uniforms are to be worn at all times, without any exception.

The Service Provider shall ensure that all its personnel employed in rendering of the Service are at all times whilst on duty, neatly dressed, presentable and hygienic.

The Service Provider shall provide uniforms annually.

7.7. Staff allocation and management

Service Providers must ensure sufficient staff is allocated to each building in the Clusters the service provider is bidding for. The Service Provider must further clearly indicate the supervisory and or managerial structure for the clusters the Service Provider is bidding for. The Service Provider shall ensure that continuity in the deployment of staff is maintained at all SARS buildings at all times as stipulated in the SLA.

The Service Provider shall provide relief-staff, in the event of labour unrest, seasonal workload peaks or to replace staff on training or leave provided that SARS Representative is given reasonable notice and details of this.

The Service Provider will **bear all costs** related to the provision of relief staff.

7.8. Minimum wages

It is expected that the bidder shall pay his/her employees at least the minimum monthly basic wage in terms of the contract cleaning Sectoral Determination promulgated under section 51 of the Basic Conditions of the Employment Act, No 75 of 1997.

It is also expected that the bidder shall register his/her employees in accordance with Contract Cleaning National Provident Fund (CCNPF), which was established and registered in terms of the Pension Funds Act, No 24 of 1956, as amended.

The bidder must also be registered with the Unemployment Insurance Fund and Worker's Compensation Fund.

7.9. Control of materials, equipment and consumables

All materials and cleaning equipment should be provided by the Service Provider and shall be SABS approved. SARS reserves the right to approve cleaning materials, and cleaning chemicals prior to the use thereof.

The Service Provider will be required to submit a register outlining the name of the cleaning product, the quantity used and the tasks the chemicals was used for shall be provided on a quarterly basis.

The Service Provider must ensure that enough back-up cleaning material is specifically kept on site to guard against sudden shortage thereof.

The Service Provider shall be responsible for the replenishing, safe storage, distributions and control of consumables, to agreed inventory levels, of consumables and some non-consumables required by the staff in the provision of the Cleaning Services.

Should any of its staff members be found to be pilfering, the resultant cost shall be recoverable from the Service Provider.

SARS will provide what it deems as adequate lock-up facility for the safekeeping of the stock and equipment. The exact allocation of facilities will be agreed upon once the needs of both SARS and other Service Providers have been determined. The

Service Provider shall have access to such facilities for the duration of the contract only.

The Service Provider shall have use of water and electricity, change rooms / rest room free of charge. The exact allocation of facilities will be agreed upon once the needs of both SARS and other Service Providers have been determined.

The Service Provider shall ensure that all their staff comply with the regulations in terms of use of the facilities.

The Service Provider shall not be entitled to store or leave goods or articles on the floors and offices, for example in the entrance hall, corridors, hallways or the steps, other than in the lock up facility.

Upon termination and / or conclusion of the contract, the Service Provider shall remove all its equipment and material from the premises and hand back keys to SARS.

7.10. Minimum required cleaning equipment

List of equipment required, but not limited to:

- a) Low noise industrial vacuum cleaners;
- b) Industrial Mops;
- c) Janitorial trolleys (single and double);
- d) Step ladders (short and long);
- e) High pressure cleaners;
- f) Industrial scrubbing machine with buffing accessories;
- g) Microfiber colour coded cleaning clothes;
- h) Brooms, hand carpet brush, dust pans;
- i) Electrical extensions; and
- j) Wet floor caution signs, etc.

7.11. Occupational Safety and Health

The Service Provider will ensure that all work performed and all vehicles, plant and equipment bought onto or used on site complies with the Occupational Health and Safety Act, 1993 (Act No 85 of 1993) as well as the Compensation for Occupational Injuries and Diseases Act, 1993 (Act No 130 of 1993).

7.12. Regulatory compliance

The Service Provider's staff shall be required to comply with all relevant statutory and regulatory requirements applicable to the contract cleaning services industry.

7.13. Security

The Service Provider's staff shall be required to conform to the security and emergency policies, procedures and regulations applicable to SARS. SARS shall provide details of its security arrangements to the Service Provider on commencement of the contract.

The bidders are expected to comply with the State Security Agency (SSA) Regulations / requirements in critical sites. *(Note: that all the owners, directors, shareholders, etc. must provide a company vetting).*

It is SARS requirements that all the Service Provider's staff shall be vetted before commencement of the contract as required.

7.14. Performance Management

Supplier Performance Management is viewed by SARS as a critical component in ensuring value for money acquisition and good supplier relations between SARS and all its suppliers.

The Service Provider shall upon receipt of written notification of an award, be required to conclude a SLA with SARS, which will form an integral part of the contract.

The SLA will serve as a tool to measure, monitor and assess the supplier performance and ensure effective delivery of service, quality and value-add to SARS' business.

Service Providers will be required to comply with the foregoing condition, and also provide a scorecard on how their product / service offering is being measured to achieve the objectives of this condition.

Regular Performance appraisals to monitor the identified Key Performance Indicators shall form part of the SLA.

The Cleaning Service Provider's supervisor must do a weekly inspection on the quality and standard of cleaning services rendered and report weekly to SARS.

The Service Provider's supervisor must report on a daily basis to SARS any defects in and to area concerned e.g. blocked toilets/urinals, broken windows etc. during the cleaning of the building.

A complaint register, in which complaints in respect of the service have been recorded, will be made available at an agreed point or points per building. The supervisor must check the entries in the book(s) on a daily basis to ascertain what complaints have been made and to ensure that these receive attention within 24 hours at the most. Complaints must be resolved within 48 hours. All complaints must be registered in writing with SARS Representative.