



## **SARS RFP 44/2019**

### **APPOINTMENT OF SERVICE PROVIDERS FOR PROVISION OF SARS OFFSITE STORAGE FOR DOCUMENTS**

#### **TECHNICAL BID SPECIFICATION**

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## 1. INTRODUCTION

### 1.1 DEFINITIONS

The following definitions will apply to this Tender Specifications Document –

- 1.1.1 **“Index”** means a detailed list of SARS Materials collected from any Service Site and compiled as per SARS’s requirements.
- 1.1.2 **“Inventory”** means a list of boxes collected from any Service Site indicating specifically the number of each box, as well as the type of documents collected.
- 1.1.3 **“SARS Materials”** means boxes, files and/or documents which a Service Provider may be instructed by SARS to collect from a Service Site, or alternatively to store at or retrieve from its storage facility.
- 1.1.4 **“Service Site”** means any SARS office where the Service Provider must render the Services, as will more fully appear from Annexure **“C”** to the Service Agreement.
- 1.1.5 **“Stock boxes”** means new boxes purchased by SARS from the Service Provider for purposes of storing SARS files and/or documents.

## 2. SERVICES

Bidders are required to deliver the following Services to SARS in terms of this tender –

- 2.1. supply and deliver Stock Boxes to SARS;
- 2.2. collect SARS Materials from the applicable Service Sites;
- 2.3. store SARS Materials at its storage facility;
- 2.4. retrieve SARS Materials from its storage facility;
- 2.5. destroy SARS Materials (only if specifically requested by SARS); and
- 2.6. scan SARS Materials (only if specifically requested by SARS).

Bidders will be required to render the Services during business hours, which for purposes of this tender will be from 07h00 to 17h00. From time to time, upon prior agreement with SARS, bidders may be required to provide the Services outside the aforesaid business hours.

## 3. REGIONS

The tender will be awarded to a panel of successful Bidders on a regional basis. Bidders are required to clearly indicate for which regions they wish to submit a proposal. Preference will be given to Bidders with a local footprint (i.e. a storage facility) within the region/s for which they submit a proposal.

Bidders may submit proposals for any one or more of the following regions:

REGION	PROVINCES THAT FALL WITHIN EACH SPECIFIC REGION
Region 1	Gauteng
Region 2	Western Cape Province& Northern Cape Province
Region3	North West Province& Free State Province
Region 4	Eastern Cape Province
Region 5	Kwa-Zulu Natal Province
Region 6	Mpumalanga Province& Limpopo Province

A list of Service Sites indicating the SARS offices that fall within each of the six regions are attached for Bidders' convenience.

#### **4. BUILDING REQUIREMENTS**

The bidder's storage facility must conform to the following minimum requirements and prospective bidders must state if they own the property on which the storage facility is located, or if the property is leased from a third party. It is the bidder's accountability irrespective of these requirements to ensure that the facilities used to house SARS materials provides the maximum protection for SARS materials at all times.

##### **4.1. Storage Facility Compliances:**

**4.1.1.** National Building Regulations (NBR) and South African National Standards (SANS) compliance.

**4.1.1.1.** All bidder's storage facility shall comply with all relevant NBR and SANS requirements. A copy of a valid Building Occupation Certificate and a copy of the buildings registered classification(s) must be supplied as a returnable to prove the building complies with all relevant SANS and NBR by-laws.

##### **4.1.2. Rational Fire Compliance.**

**4.1.2.1.** The bidder's storage facility shall comply with all relevant fire compliances for safe storage of SARS materials in event of fire. The bidder shall supply documentation as a returnable indicating all rational behind the preservation of SARS materials WRT fire detection and firefighting equipment at its storage facilities.

**4.1.2.2.** A valid copy of Fire Chief approved fire plans shall be supplied as a returnable.

##### **4.2. Certificates of Compliance:**

**4.2.1.** The building shall comply with SABS 0142: "Code of Practice for the Wiring of Premises" and a valid copy of an up-to-date electrical COC is to be supplied as a returnable.

**4.3. Occupational Health and Safety Act:**

**4.3.1.** The building must comply with all aspects of the Occupational Health and Safety Act, 1993 (Act 85 of 1993), as amended.

**4.4. General:**

- i. The building must have sufficient lightning protection.
- ii. All interior lighting shall conform to relevant sections of SABS 0114-1:1996
- iii. All local council by-laws and regulations must be complied with.

**5. RISK MANAGEMENT****5.1 FIRE PROTECTION**

- 5.1.1** Bidders must have a very early warning aspirating smoke/fire detection systems installed at its storage facility, accredited by the Fire Detection Installers Association ("FDIA") and the Fire System Inspection Bureau ("FSIB").
- 5.1.2** All fire detection systems must be linked to both on-site monitoring systems and external monitoring agencies, including the Fire Department and Police Department.

**5.2 PHYSICAL SECURITY**

- 5.2.1** The bidder's proposal must include the bidder's plan for the provision of security to the building. The supply of specialist security installations will be the sole responsibility of the bidder.
- 5.2.2** It is a requirement that all storage facilities must be in an access-controlled area. The perimeter must be secured (i.e. have high walls and an electric fence) with controlled access points. The area where SARS's Materials are stored must have a technical access control system that can provide access reports indicating who accessed the area at any specific time.
- 5.1.1** The bidder's storage facility must be equipped with a video alarm system linked to an on-site 24/7 monitoring area. More specifically, the bidder's storage facility must have CCTV that has a general view of all SARS's Materials. CCTV must be monitored live 24 (twenty-four) hours to ensure protection of SARS material. The bidder's system must be able to do facial recognition of who enters and exits the premises where SARS's Materials are stored. The CCTV footage must be stored for a minimum period of 30 (Thirty) days and supplied to SARS on request. The CCTV footage and Access control system information specifically looking at SARS Material's remains the property of SARS. At the end of the contract, SARS requires the bidder to hand over the Access control information specifically to areas where SARS Material was stored for the duration of the contract.
- 5.1.2** The bidder's storage facility must also have 24 hour guarded security with a clearly defined Standing Operation Procedures (SOP) regarding the securing of the storage area.

- 5.1.3** The bidder's storage facility must be equipped with intrusion detection- and alarm systems linked to third party response companies. The bidder's storage facility must have an intruder alarm that has pre-detection capability (e.g. outdoor PIR's & beams). The alarm must be linked to an armed response service that in terms of its contract with the bidder provides a reaction time to the alarm of less than 15 minutes after activation.
- 5.1.4** All the bidder's personnel who has access to SARS's material must be security vetted and proof of vetting must be available for SARS to inspect at any time.
- 5.1.5** SARS will have the right to inspect the premise at any time, with or without appointment, to assess the physical security status of the bidder's storage facility. Including third party premises where armed response will managed from e.g. their Control Room.

**All information related to the physical security of a bidder's storage facility must be provided as part of the bidder's proposal. SARS may conduct a site inspection and risk assessment of the bidder's facility as part of the bid evaluation process.**

## **6. POWER SUPPLY**

The building must be provided with back-up power supply to ensure security and fire risks are managed at all times. Details of back-up power supply installations must be provided as part of the bidder's proposal.

## **7. BOX REQUIREMENTS**

### **7.1 Box storage specifications**

It is a SARS requirement that files/folders or documents be stored in proper boxed format, in either cardboard- or plastic boxes.

### **7.2 Minimum specifications for boxes**

- Boxes must have a lid.
- Easy access to the files/folders/documents stored in the box is required
- Boxes must be user friendly.
- Boxes must be adequate for the required purpose.
- Boxes must be cost efficient

### **7.3 Required box sizes**

Bidders must furnish SARS with clearly marked sample BOX-A (427mm x 330mm x 350mm) only reflecting both the bidder's name and the type of box (Box A) a tolerance of up to 50mm will be allowed. Bidders attention is drawn that the following are approved SARS boxes and must be priced in the pricing response document (a tolerance of 30mm to 50mm bigger is allowed) –

- Box A – 427mm (L) x 330mm (W) x 350mm (H);
- Box B – 427mm (L) x 330mm (W) x 250mm (H);
- Box C – 318mm (L) x 218mm (W) x 100mm (H);
- Box D-460mm (L) x 340mm (W) x 250mm (250) (H); and
- Box E- 435mm (L) x 370mm (W) x 260mm (H).

**Bidders must indicate which other box types and sizes they can supply to SARS, as SARS may from time to time require successful bidders to supply SARS with additional box sizes**

Typical recommended boxes suitable for SARS documents; the boxes should be double side and double base with a separate lid.



The box design is not suitable for the purpose

It is a SARS requirement that the boxes be stored on racking designed for long term storage that has the structural integrity to support the storage methodology applied by the bidder.

Prospective bidders must provide visual / pictorial proof of the storage methodology it uses and the type of racking used for storing documentation.

## **SERVICE REQUIREMENTS**

### **8.1. Records Management**

- a. Bidders must collect SARS Materials from Service Sites or retrieve SARS Materials from its storage facility within the turn-around times prescribed in **Annexure “C”** to the Service Agreement.
- b. Bidders must deliver Stock Boxes to Service Sites within the turn-around times prescribed in **Annexure “C”** to the Service Agreement.
- c. Bidders must assist SARS with the packing of boxes, as and when so required;
- d. Bidders must indicate how much advance notice will be required, should SARS require assistance with the packaging of boxes.
- e. Bidders must issue and attach barcodes to each box.
- f. Bidders must index boxes according to SARS's requirements.
- g. Bidders must provide SARS with an Inventory of SARS Materials removed from every Service Site.
- h. Bidders must further provide SARS with a detailed Index of all SARS Materials transferred to and held at its storage facility, which information must be captured in an electronic database.
- i. SARS may require the Index to include a reference to the number of each box collected; the total amount of files or folders contained in the box; reference to the first and last file/folder/document (whichever is applicable) stored in the box; the type of documents collected; the required retention period as per applicable legislation, or any additional information.
- j. If required by SARS, bidders must also scan the SARS “wip” barcode of each file, folder or document and capture the details in an electronic database.
- k. Bidders must provide SARS with an age analysis of all boxes that are stored at its storage facility on behalf of SARS, at the frequency rate specified in **Annexure “C”** to the Service Agreement.
- l. Bidders must, if written instructions are received from SARS to destroy any SARS Materials, provide SARS with destruction lists indicating the SARS Materials that will be destroyed. Destruction of such SARS Materials may only proceed upon SARS's written approval of the furnished destruction list/s.
- m. Bidders must provide SARS with a destruction certificate in respect of all SARS Materials that has been destroyed.

### **8.2. Method Of Delivery Of SARS Materials**

- a. Bidders must be able to hand deliver SARS Materials to the designated Service Site; alternatively furnish SARS with documents via electronic mail, at SARS's option.



**8.3. Special Conditions**

- a. Bidders may only release SARS Materials to SARS's Authorised Representatives, upon proof of written authorisation to this effect.
- b. Bidders must obtain SARS's written consent prior to appointing any sub-contractors.
- c. Bidders must maintain boxes by keeping them dust-free, dry and in good condition;
- d. Bidders may only scan documents upon receipt of written instructions from SARS.
- e. Bidders may only destroy SARS Materials upon receipt of written instructions from SARS.

**8.4. Training**

- a. Bidders must continuously train their staff in the legal requirements applicable to document storage, retention, retrieval and destruction.

**8.5. Transportation**

- a. It is a SARS requirement that the documents be transported in an enclosed truck with suitable locking mechanisms to prevent access to transported goods and to limit the risk of theft. Vehicles must be sealed with a tamper proof seal. Bidders must keep record of the seals used when they arrive at their storage facility and provide SARS with records of such seals used.
- b. Vehicles must be equipped with a vehicle-tracking device to enhance security during transportation. Vehicles must be equipped with a tracking device that can be tracked live.
- c. Prospective bidders must provide a visual / pictorial proof of the transport methodology used and type of tracking systems used for transportation of documentation.
- d. Bidders must have a transportation network that can adequately cater for SARS's needs.
- e. Bidders must submit a contingency plan setting out how SARS Materials will be kept safe in case of a breakdown or accident.
- f. Bidders must submit an action plan setting out how SARS Materials will be secured in transit.

**9. REPORTS**

- 9.1.** Bidders must furnish SARS with a monthly Security Incident Report setting out all physical- and information security breaches that occurred within that month, together with the preventative measures that have been put in place to avoid a recurrence of the problem.
- 9.2.** Bidders must furnish SARS with a monthly Performance Report setting out all the Services rendered within such month, as well as all Service Level Failures.
- 9.3.** Bidders must furnish SARS with a quarterly Age Analysis Report.

## 10. INFORMATION GOVERNANCE AND INFORMATION SECURITY

- 11.1 Bidders must have an information security policy and standard operating procedures giving effect to the previously mentioned policy.
- 11.2 Bidders must adhere to the international standards for information security, such as ISO 27001:2005 (SANS27001) and ISO 27002:2005 (SANS27002).
- 11.3 Bidders must demonstrate that they have sufficient information technology infrastructure in place.
- 11.4 Bidders must indicate that they have appropriate safeguards in place to prevent the unauthorised access, alteration or destruction of information.
- 11.5 Bidders must indicate the measures it has implemented to protect its computer network against viruses and malware.
- 11.6 Bidders must indicate the software applications that will be used for purposes of indexing boxes/documents, capturing information, compiling lists, generating reports, retrieving documents, scanning documents or for purposes of performing any other required functions.
- 11.7 Bidders must have a business continuity- and disaster recovery plan.

## 11. COMPLIANCE WITH APPLICABLE LAWS AND SARS POLICIES & PROCEDURES

- 11.1.1 Bidders must ensure compliance with all applicable laws, especially concerning the processing of personal information.
- 11.1.2 Bidders must comply with the retention periods prescribed by legislation for each specific type of document.
- 11.1.3 Bidders must familiarize themselves with all applicable SARS policies and procedures, a list of which will be provided to all successful bidders.

## 12. SERVICE LEVELS

- 12.1. Successful Bidders will be required to comply with the prescribed Service Levels as set out in **Annexure “C”** to the Service Agreement. Turn-around times for the collection or retrieval of SARS Materials or delivery of Stock Boxes will be determined by the distance between the bidder's storage facility and the Service Site where the Services must be rendered (i.e. the radius). Depending on the radius from the bidders' storage facility, SARS will require either a Platinum Service, Gold Service or Silver Service (for required turn-around times refer to **Annexure “C”** to the Service Agreement).
- 12.2. The applicable radius in each instance is:
  - Platinum Service: radius equals < 50 km;
  - Gold Service: radius equals > 50 km but ≤ 200km; and
  - Silver Service: radius equals > 200km.

- 12.3.** Bidders must offer an Express Delivery Service as well in terms of which SARS may require the collection or retrieval of SARS Materials, or delivery of Stock Boxes on an urgent basis. Turn-around times for this type of Service will be 2 (two) hours unless factors such as location and travel distance have to be taken into account, in which case SARS will adjust the expected turn-around time and advise the bidder accordingly.

### **13. FEES AND CHARGES**

#### **14.1 Fees**

- a. Bidders must complete the Pricing Template attached as **Annexure “B”**.
- b. Bidders must submit a 100% fully completed Pricing Template as part of their proposal.

#### **14.2 Transportation Costs**

- a. Bidders are required to deliver the Services to SARS within a 70-kilometer radius of their storage facility, free of any transportation costs.
- b. Where bidders are required to deliver the Services outside the aforementioned 70km radius, bidders must indicate what their transportation costs will be per kilometer.