

SARS CORPORATE REAL ESTATE
PROFESSIONAL SERVICES
TURN KEY TECHNICAL SPECIFICATION DOCUMENT

**Turn Key solution for SARS Contact Centre in Bellville,
Western Cape.**

RFP 30/2018

Table of Abbreviations and Definitions

Abbreviations	
Term	Description
SAPOA	South African Property Owners Association
GLA	Gross Leased Area – as defined by SAPOA – for commercial buildings.
USABLE	Usable area – as defined by SAPOA – for commercial buildings.
CWS	Agile definition – Co Working Services
TI	Tenant Installation
PV Plant	Renewable energy photovoltaic plant
Water Security	Storage of onsite potable water under mains equivalent pressure in event of mains water supply failure.

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1. KEY INFORMATION

As a further part of the South African Revenue Service's drive for service excellence and being committed to continuous improved service delivery, the request for procurement to source a Turn Key office accommodation solution including a full professional services team (Architectural, ECSA and Rational Fire) as well as specialised Contact Centre tenant installation fit out (construction) in Bellville, Western Cape, is hereby invited.

In view of the above, SARS is requesting information from prospective bidders to supply requisite information on the availability of modern commercial (as per SAPOA commercial definition) office accommodation suitable for contact centre use in Bellville. A multi-phase technical bid evaluation process will be followed to select the best fit and market related option for SARS.

All work done during the bidding stages is at bidders own risk and SARS will not contribute financially to any submission or be held liable for any financial claims.

Required Area:

The required SARS office space comprises a minimum of **2765 m²** (SAPOA) usable area for the proposed SARS Bellville Contact Centre to a maximum of 2900 m² GLA. See Annexure B.

Availability:

The Bidders proposed premises must be available for tenant installation fit out to begin within 3 calendar months of the successful award of this tender. The envisaged lease commencement date is to be negotiated based on the bidder's anticipated construction program timelines (not to exceed 6 months).

Irrespective of the above, it is a requirement that the bidder is capable of ensuring that the building is designed and fitted out a period not exceeding 9 months from date of tender award

Building Characteristics and Location:

The characteristics of the building fabric/shell shall allow for a modern state of the art contact centre (preferably) on ground, first or second floor. In the event of a multi-tenanted building, SARS will prefer a dedicated SARS entrance. The building shall allow for modern agile office implementations which include CWS solution such as exercise areas, quiet spaces, etc. These area requirements are included later in the document annexures (A and B).

A SARS compliant layout for a modern agile contact centre is included in this bid document, as a guide to the extent of works related to a typical fit-out of a specialised SARS office. SARS preference is for a single storey building; however SARS will consider bidder proposals splitting across 2 floors.

In the event of a split floor proposal, the bidder is to note that SARS will **limit** consideration to a Ground & First floor - or - First and Second floor only. Additionally, the split must be in the region of 50% lease area required per floor – within 10% each way.

SARS reserves the right to deem a split floor solution unacceptable during on site evaluation Phase 1 – Stage 2 (See section 1.1 below). The principle for rejecting such a proposal will be the inability for the design to logically allow for the work flows required for the contact centre to effectively operate, which will affect business functionality.

The allowable location of the facility is supplied in Section 2.2. Over and above, the location must be within walking distance (less than 1 km) of public transport services, clearly visible from major local traffic routes, ideally within close proximity to public parking facilities. Positive consideration will be given to dedicated secure covered on-site parking availability within the premises, but parking facilities within 200m of the building will be considered. See notes in Annexure D for covered parking bay information.

It must be noted that if the bidder is proposing 3rd party parking services, SARS will consider the single point of contact for ALL parking to be the bidder only. SARS will never directly engage on any 3rd party parking leases for the purposes of this bid and subsequent lease.

It is a further pre-requisite that the proposed new office be located in close proximity to retail shopping and banking facilities and other (non-industrial) commercial nodes.

Cognisance will be given to the security features of the proposed building such as access control; perimeter fencing, etc. The overall security aspects of the proposed accommodation will be assessed with the physical evaluation of the premises, which is an integral part of the tender process. Cognisance will also be given to the general security and crime stats of the proposed area.

If a bidder intends on submitting more than one building for consideration, the bidder must submit separate bid responses for each premises offered.

Reduced Operating Costs:

Advantageous Consideration: Cognisance will be given to green building features, with roof design allowing for optimal PV Plant construction, rain water harvesting/grey water harvesting options, advanced thermal insulation characteristics and architectural studies of natural light usage. These features offer potential for operating cost reduction. The bidder is to indicate the proposed operating cost reduction in their rental proposals.

Note: SARS is not requesting a certified green building. SARS is requesting green building features be added (to be recuperated via TI fit out cost).

Full professional Team:

SARS requires that the bidder will appoint a full Professional team to execute all Stage 1 to Stage 6 aspects of the internal design and fit-out of the premises to ensure conformance to all applicable South African statutory regulations, Acts and the SARS specific fit-out requirements. See section 1.1.1 below.

Details of the landlord's appointed Professional team or Professional team to be appointed after award for the project must be provided as part of the technical information required in this bid document in Process P2-Stage 2 or 3. Tax clearance certificates and BEE certification of each Professional discipline will be required as part of the bid returnable documentation.

Cost Exclusions:

It must be noted that SARS will only contribute financially to SARS specific fit-out requirements of the premises and not towards clearing and preparing (white boxing) the premises prior to fit-out. The appointed landlord must be prepared to execute the fit-out of the premises for landlord required items as per designs and specifications prepared by its Professional team.

Specific Bid Exclusions:

- IT infrastructure – by SARS IT. (Bidder will allow for cable tray reticulation, construction of server/patch and UPS rooms, etc.)
- Furniture and Furniture Installation – by separate tender process.
- Power Panels – by Furniture supplier (bidder will supply hook-up points in ceiling).

1.1 APPOINTMENT OF SERVICE PROVIDER AND PROFESSIONAL TEAMS

High level description of services required / to be executed once appointed:

Architects:

The bidders Architect will execute a full Stage 1 to 6 Architectural Services Scope for full design process for affecting the SARS requirements into the awarded building.

This will require detailed engagement with the client to optimize and fine tune all aspects of the proposed Contact Centre Design, within the constraints of the tendered budget and stipulated tender requirements.

To ensure correct design pricing pre tender submission, detailed engagement with SARS and compulsory site visits to the Alberton Contact Centre – after shortlisting - will be undertaken.

Engineers:

The bidders engineering team will execute a full Stage 1 to 6 Engineering Services Scope based on the Architects final SARS approved design, within the constraints of the tendered budget and stipulated tender requirements.

Construction:

Once all design and engineering has been fully signed off by SARS, the bidder will fit out the proposed contact center, and make ready for beneficial occupation.

SARS will install final IT requirements and all furniture.

1.1.1 Anticipated Professional Teams/Services

The bid will result in a suitable South African Registered firm with expert Turn Key professional design and engineering teams and specialist construction teams being appointed to deliver a new Contact Centre building in Bellville based on high level concept layout's and functional brief developed by the client (SARS CRE and SARS Business) based on the SARS Alberton Contact Centre. *The Turn Key service provider will most likely require the following teams:*

- 1.1.1.1 Professional Principal Architect.
 - 1.1.1.2 Professional Mechanical and Electrical Consulting Engineers.
 - 1.1.1.3 Professional Rational Fire Engineer.
 - 1.1.1.4 Professional Principal Quantity Surveyor.
 - 1.1.1.5 Expert construction management teams including SHEQ.
 - 1.1.1.6 Expert infrastructural services teams (Electrical and mechanical installers) - Suitably CIDB registered.
 - 1.1.1.7 PV Plant developer (Tier 1 PV power Equipment Inverter manufacturer) with in-house EPC teams.
 - 1.1.1.8 Expert Construction and Tenant Fit out teams - Suitably CIDB registered.
- 1.1.2 The bid submitted by the Turn Key service provider must cost and make full allowances for delivering all aspects of the project – from design, to construction

to implementation – for SARS to occupy the building as a fully delivered product.

- 1.1.3 The bidder is expected to submit all documentation as requested by SARS and additional documentation as deemed fit by the bidder completed in detail and in full.

2 BUILDING NORMS & OTHER STIPULATIONS

2.1 PROPERTY

Office space should comprise a **minimum of 2765 m² usable area** and not more than 2900 m² gross GLA (preferably less) measured according to the latest SAPOA Method for measuring Commercial floor areas in buildings.

2.2 LOCATION

Prior to tender, SARS Business has conducted research on areas, public transport routes and staff travel routes. The area indicated in light yellow is the preferred location for this tender.

This tender will consider areas marginally (500 m) – excluding industrial areas – indicated light blue) outside the preferred location indicated, subject to intense scrutiny during the on site evaluation phase (P1 – Stage 2).

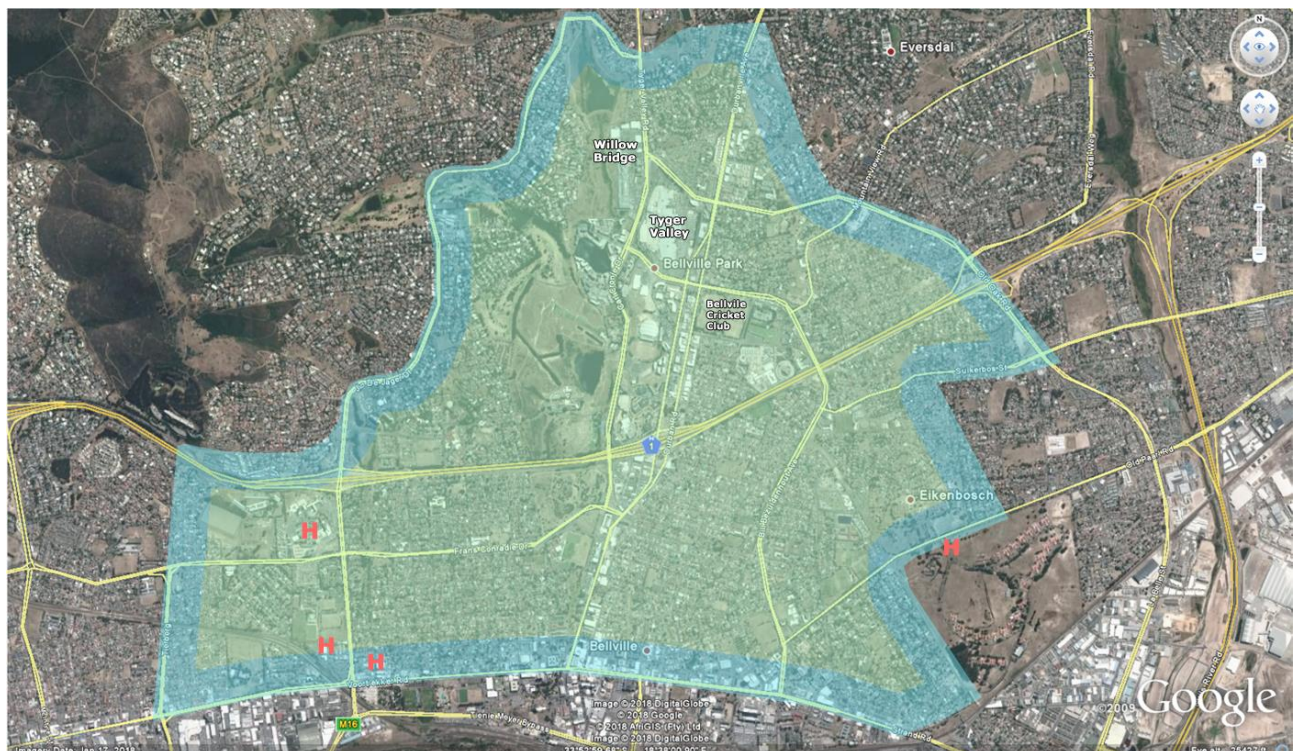


Image: Areas generally considered suitable for location of new Bellville Contact Centre.

2.3 BUILDING REGULATIONS AND COMPLIANCE

The leased premises shall comply with local council bylaws and the National Building Regulations and adhere to as many aspects as possible for green building considerations. Any program to prepare the premises is to be fully legally compliant with all relevant Acts and By-Laws, National Building Regulations.

The bidder shall cost as part of the final tender sum all submissions to council and all approvals.

2.4 PARKING

SARS requirements for parking may exceed some local town planning by-laws. Refer to parking matrix for further detail (See **Annexure D**). The provision of sufficient parking is compulsory.

3 SARS CONTACT CENTRE INFRASTRUCTURE STANDARDS

3.1 HEATING, VENTILATION AND AIR CONDITIONING (HVAC)

The premises must be fully air-conditioned, with all maintenance, repairs, future new work and replacements the responsibility of the bidder (landlord) under the lease contract.

The bidder is to note that SARS Contact Centres have a higher staff and PC heat load than normal G1 type commercial office design. As such, a higher HVAC specification is required by SARS. The ventilation of the building must comply with Occupational Health and Safety Act, 1993 (Act 85 of 1993) and comply with SARS specifications for HVAC systems and with mechanical engineers specifications. For the purposes of calculating heat load, SARS Contact Centres use PC's, not laptops. Annexure A and B indicate the proposed staffing numbers.

The ambient temperature required will be 23 °C (Min variance 2 °C up or down) in summer and 25 °C (Min variance 2 °C up or down) in winter. The air-conditioning system must be connected to a fully programmable HVAC BMS (Building Management System) that is integrated fully with the overall building BMS system and fire system controls.

Fresh Air supply must exceed standard G1 calculations. The HVAC system must ensure that humidity levels remain in the 40 – 45% mark.

SARS's standard specification for building HVAC systems is 3-pipe VRV (VRF) heat recovery systems allowing for individual area controls and simultaneous heat/cooling and heat recovery. Provisioning must be made for the Air-conditioning system to be on a timer for different building zones and areas controlled via the HVAC BMS System, or occupancy sensor linked. SARS design specifications are that all areas can be individually controlled via the BMS/BAMS system only. Controllers on the floor are to identify temperature, but not allow adjustment.

Should the building be fitted with an existing HVAC system that is equivalent in performance and management control, the bidder is to submit a detailed mechanical engineering report to SARS proving that the system is equal or exceeding SARS VRV/F HVAC BMS linked requirements, and that it can operate to SARS expectations or higher. The acceptance of the engineering report is entirely at SARS's discretion during P2-Stage 2 and 3 and rectification will be costed by the bidder as part of their bid submission if SARS rejects.

The bidder is to additionally note that SARS IT has compulsory HVAC specifications for Server, Patch and UPS rooms. These will be given to the bidder's professional teams during stages P2-Stage 2 and 3.

3.2 ABLUTION FACILITIES

The bidder shall provide fully functional new or completely refurbished ablution facilities dedicated solely to the use of the SARS Contact Centre. See Annexure A and B for estimated area allowances and most importantly, number of staff/facilities to be accommodated.

Fit out standards will be provided to the Landlord in P2-Stage 1 of the tender process (compulsory site visit to Alberton Campus Contact Centre by shortlisted bidders). The following ablution norms shall be applied:

- As per SARS Alberton Contact Centre Ablutions
- Based on P2 – Stage 1 site visit.

3.2.1 SANITARY FIXTURES FOR BUILDINGS (SANS 10400-1990)

Minimum applicable to G1 Office Space (amended to suit Contact Centre Staff numbers – See Annexure B) and total fixtures not less than the quantities indicated in Annexure A and B.

1	2	3	4	5	6
	Number of sanitary fixtures to be installed relative to the population				
For population up to -	Males			Females	
	WC	Urinals	Washbasins	WC	Washbasins
15	1	1	1	2	1
30	1	2	2	3	2
60	2	3	3	5	3
90	3	5	4	7	4
120	3	6	5	9	5
	For a population in excess of 120 add 1 WC pan, 1 urinal and 1 wash basin for every 100 persons			For a population in excess of 120 add 1 WC pan for every 50 persons	For a population in excess of 120 add 1 washbasin for every 100 persons

3.2.2 PEOPLE WITH DISABILITY

Toilet facilities for people with disability (Clients and Staff) must be provided for according to National Building Regulations, SANS 10400. It must also be noted that SARS is committed to provide dedicated amenities to all visitors to the building (public) amenities, including people with bodily constraints. All lifts shall be fitted with brail/voice support for sight challenged employees.

3.3 WATER SUPPLY

The municipal water supply to the premises shall be metered separately.

3.3.1 WATER SECURITY SOLUTION – COMPLUSORY

SARS will require the bidder's professional team to install a permanent water security solution for the proposed premises – if building does not already have such a solution.

This will be designed, costed, installed, commissioned and maintained by the bidder at the bidders cost, recuperated via the proposed T.I. costs and rental costs.

The water security solution system will allow for up to 30 000 litres of water per day for a 3 day period – capped at 90 000 litres from point of water supply to building failing per incident - with all relevant pumping, electrical and piping systems designed by the landlords professional team and all water security system performance warranties upheld by the landlord and their professional team. The bidder will ensure the fitment of professional filtration systems to ensure water is kept clean and healthy at all times. SARS requires a consistent water pressure of 4 Bar for normal water reticulation, with systems supplying higher bar options for rational fire compliance where required.

Over and above, a building water filtration system of SARS specification PA-PUR-HF-3 will be required for each floor to be leased. Maintenance of the PA-PUR-HF-3 will be at SARS's cost.

3.3.2 RAIN WATER HARVESTING SOLUTIONS – POTABLE.

Advantageous: SARS will require the bidder's professional team to maximise every potential on site and via building/roof design to ensure as much rain water as possible can be harvested, recuperated via the proposed rental costs. Such harvesting must compliment the water security solution; as such requires filtration systems. Water harvested must be deemed fully potable for human consumption.

3.3.3 GREY WATER HARVESTING SOLUTIONS – NON POTABLE.

Advantageous: SARS will require the bidder's professional team to maximise every potential on site to capture suitable "grey water" with relevant filtration systems for use for irrigation and toilet water supply, recuperated via the proposed rental costs.

3.4 ELECTRICAL SUPPLY, UPS and GENERATOR REQUIREMENTS

3.4.1 General

The power supply shall be metered separately and power factor correction equipment shall be installed dedicated to the SARS Contact Centre area. The

relevant local municipal authority shall also confirm in writing the power supply stability. The installation shall comply with all relevant regulations and by-laws.

Sufficient power supply must be provided to increase demand at peak times up to 20% of normal use. It must be taken into account that all operational staff as per the SARS accommodation norms document will be equipped with a computer. All main electrical supply shall be governed with class one and class two lightning surge protectors.

Note: SARS will not contribute to any upgrading / provisioning of additional power supply to the property / building / premises. This must be recovered by the landlord via his rental offer.

3.4.2 Prime Generator

Prime Generator: The landlord's electrical engineer shall - after engagement with the SARS design teams – specify, supply, install and commission a suitable Primary type Generator (Continuous emergency power supply). All electrical aspects of the building will be supplied by the generator - without exception.

The Prime Generator specified is to allow for communication protocols suitable for BMS/BAMS system management and alerts and monitoring via SARS National Command Centres, as well as PV plant hybrid power solution integration (See 3.4.3).

The generator will be started and tested monthly by the landlord's maintenance teams. SARS will pay for fuel costs only.

3.4.3 PV Plant

In line with SARS CRE green building strategy and green building council guidelines, the building will maximise potential for renewable energy systems. The PV plant will not – for now – feedback into the grid and will be for SARS internal usage only with the goal of reducing electrical bills to the absolute minimum. Target is Nett Zero. For lowest rand per watt pricing, roof mounted systems fitted to a roof facing true north at 29 degrees pitch (Azimuth) are preferred, but carport mounted

systems via the Schletter B1 or B2 systems will be allowed for existing buildings where the roof is not suitable for optimal PV installations. The PV Plant will be hybrid generator integrated (See 3.4.2).

This will be designed, costed, installed, commissioned and maintained by a Tier 1 Service provider appointed by the bidder during the Tenant Installation fit-out stage and billed in full to SARS as a lessee cost during TI fit out stage to SARS own financial benefit (savings and equipment rights owned by SARS).

As SARS operating costs will be reduced, this affects the lease costs comparison (opex) between the different bidders. Bidders are therefore to advise on the peak kW potential for panel placement for SARS to compare red-lined costs. If the proposed building has no options for PV plant positioning, the bidders are to state as such in their returnable documents.

Bidders are to study the detailed but generic **Annexure C** document supplied for the methodology of SARS approach to PV Plants and specifications via a Tier 1 PV power Equipment Inverter manufacturer with in-house or outsourced EPC teams.

The proposed monthly saving are to be stated in the leasing costs returnable document, and for the purposes of this tender, will be used to calculate the effective cheapest operating cost solution.

3.4.4 End-User Electrical Layouts

Should the building be deemed suitable for SARS's requirements, it is the responsibility of the landlord's professional team to assess the staffing information provided in Annexures A and B, and to cost the supporting building electrical infrastructure (electrical engineering design) for the proposed tenant fit-out loads up to and including wall plugs or power skirting plugs and in-ceiling snap fit plug points for furniture power supply.

SARS will directly do the tenant installation electrical work for work station power reticulation (furniture and furniture power panels) as part of a separate furniture tender process.

3.4.5 UPS requirements

3.4.5.1 Building UPS

SARS requires all electrical feeds to be linked to full UPS power to ensure that there is no down time on any electrical equipment (SARS end-user and building infrastructure) during power outages.

The landlord's electrical engineer is to propose and design the size of the building UPS. The landlord's electrical engineer is to note any requirements of the PV/Gennie hybrid integration WRT building UPS.

The landlords engineer is responsible for specifying and costing the supply cable sizes and reticulation services to and from all building UPS's including the server room UPS. The landlord is responsible for the connections to the main building DB boards.

The design of the building UPS is expected to carry the full load required to maintain SARS's operations in full from when Eskom power may be interrupted until the generators start, up to a maximum of 10 (ten) minutes. In addition, it will also be expected from the landlord's engineer to plan for and anticipate the building's (all services and infrastructure without exception) load that will be placed on the building UPS. The PV plant design may be utilized to lengthen UPS running period (plus ten minutes) and minimise the work undertaken by the Prime Generator.

3.4.5.2 Server Room (ICT) UPS

SARS will spec, procure, supply and commission the server room UPS. SARS will supply the proposed sizing to the landlord's electrical engineer for the landlords design and costing of all supporting electrical reticulation to the Server Room UPS.

3.4.6 Lightning Protection

The building shall have sufficient lightning protection. (SANS 62305 - All Parts). The PV plant (if applicable) shall have sufficient lightning protection.

3.4.7 Lighting

All interior lighting shall be designed and installed to conform to *and exceed* SABS 10114-1:2005 Edition 3 to SARS specific requirements.

Landlord is supply a TI sum for fitment of new lights and ceilings as per m2 rates based on the AECOM book for building costs. This will be a set TI contribution based on the proposed GLA lease size.

3.4.8 Ceiling Heights

The bidder must provide SARS with measured ceiling heights of the proposed premise due to SARS infrastructure requirements. The mandatory minimum suspended ceiling grid heights for a SARS office should be at 2700mm AFFL with a preferred ceiling void of 650mm or more from ceiling up to the underside of concrete slab. If ceiling void is less than 650mm clear, the bidder's professional team is to give written confirmation that the planned service layers can easily fit within the available space.

3.5 FIRE PROTECTION & RISK MANAGEMENT

Fire control, safety and risk management shall be in full compliance with the National Building Regulations, SANS 10400, as amended. It will be required that a complete ASIB report be submitted, along with all other information regarding Fire Compliance. Provisioning, certification, continuous maintenance of the installations and equipment will be the responsibility of the landlord for the duration of the lease period.

All fire services shall communicate with the BMS system and HVAC system.

NOTE: SARS is specifically responsible for the fitment of all fire systems to the SARS Server rooms, Security Rooms, Patch rooms and UPS rooms.

3.6 BUILDING BMS / BAMS SYSTEM

The bidder's professional team is to cost for design and installation of a new BMS/BAMS, or upgrading of an existing BMS/BAMS to meet the following requirements:

3.6.1 KEY INTEGRATION POINTS:

- HVAC – occupancy/failures/etc.
- Electrical – occupancy/lighting/generator/PV plant/UPS/failures/etc.
- Fire – panels/pumps/alarms/door releases/HVAC termination/etc.
- Water – grey water plant/pumps
- Remote communication for remote management.

3.6.2 BUSINESS OBJECTIVES:

Building Occupants (SARS Business)

- Good control of internal comfort conditions.
- Individual room / zone control.
- Increased staff productivity.
- Effective response to HVAC-related complaints.

Real Estate Management (SARS CRE)

- Flexibility on change of building use.
- Remote Monitoring
- Effective monitoring and targeting of energy consumption.
- Improved plant reliability and life.

Real Estate Operations (SARS CRE)

- Ease of information availability.
- Computerized maintenance scheduling.
- Early detection of problems (Pro-active, not re-active).

3.7 VERTICAL MOVEMENTS

3.7.1 Stairs

All stairs must allow free and easy flow of people.

3.7.2 Lifts, hoists & escalators

Taking into account rules SANS 10400 4.44 to 4.47, as set out in the SA Standard Code of Practice for the Application of the National Building Regulations, as issued by the SABS, it is required that the premise offered, if consisting of more than one floor, shall be provided with at least two (2) lifts to be utilised as passengers lift to transport at least eight (8) persons or goods with a minimum payload of 1,000 kg at any given time. The minimum clearance entrance to the lift car shall be of such dimension that it will be accessible for a wheelchair. The minimum recommended car width and depth should respectively be 1,200 mm and 1,700 mm. If the premise has a basement level, the lift shall also serve that area.

Note: All passenger lifts shall be equipped with Voice Sensitizers and Braille buttons. In addition the lifts shall be connected to the control room of the lift service provider, for purposes of continuous communication in the event of lift stoppages.

3.6.2.1 Lift / Escalator Maintenance – if applicable

All Maintenance costs will be for the landlord - recuperated via the lease.

3.8 CARRYING CAPACITY OF FLOORS

The floors should allow a carrying capacity of at least 270kg/m² in normal office areas. The bidder shall issue a certificate, signed by an independent professional structural engineer (registered with SAEC) confirming the carrying capacity of such areas. The certificate will only be required once a bid is elected to be approved or as additional information upon request from SARS, during the evaluation of the bids received.

3.9 ACOUSTIC AND NOISE

All outside noises shall be reduced to an agreed acceptable level (between 40 and 50 Decibels)* that allows people to perform their functions.

**Source the Canadian Society of Otolaryngology.*

3.10 SECURITY REQUIREMENTS FOR LANDLORDS COSTING

The offer shall include the bidder's plan for the provision of security to the premises (not the Tenant Fit out area). The supply of specialist security installations and equipment for the leased areas will be the sole responsibility of SARS.

Landlord professional team is to take note of SARS technical specification BO-SEC-1 and BO-SEC-2 before submitting a priced tender response.

In general, the landlord is responsible for design, supply and fitment of all cable trays, PVC drops in dry walling / brick walling and any necessary horizontal and vertical coring. The landlord is also responsible for supplying and installing all sleeve and reticulation routes to external parts of the building such as guard houses, gates, access booms and remote cameras.

A guard house is required by SARS for physical access control to premise and housing of security staff after hours outside the building. The guard house must supply toilet facilities, electrical facilities, suitable HVAC, service sleeves to guard house from building and to areas requiring control for phone lines, control system lines to boom gates, etc.

SARS security requires that a boundary wall and access sliding gate of minimum height of 2.1 meters is required around the property. If no boundary wall exists, SARS preference is ClearVu fencing as summarised in specification SEC-CV-1 to be fitted. The landlord is to allow for such costs as part of their tendered bid price, or submit an alternative cost sensitive walling and gate system if the landlord feels this is more in line with aesthetical and architectural integration considerations.

3.11 ACCESSIBILITY TO THE BUILDING

The building shall accommodate disabled people and comply with the relevant Acts, regulations and municipal by-laws. Disabled parking bays will be a minimum of 3.5 meters wide.

4 MAINTENANCE

4.1 Maintenance

The successful bidder shall be responsible for the maintenance of the exterior of the building/premises and various portions of the interior of the building. This shall include at least but not be limited to the following:

- Building Shell;
- Windows;
- Roofs;
- All aspects of the BMS/BAMS system;
- Full HVAC system including future new work, excluding server/patch/security and UPS room A/C;
- Lightning protection;
- Electrical supply: Up to and including wall/power-skirting plugs;
- Generator Maintenance; excluding replenishment of fuel.
- Fire Protection and Detection; excluding server/patch/security and UPS rooms;
- Plumbing;
- Common area : Maintaining and up-keep, electrical reticulation;
- Grounds and gardens;
- Water features and Storm water;
- Water Security System,
- Harvesting System and Grey Water System including filtration system maintenance and upkeep – if provided.
- PV Plant via Tier 1 service provider for full length of initial lease term – if provided.
- Parking; and
- Washing the external windows & facades.

SARS will be responsible for, subject to the above listed items, the cleaning of the interior of the GLA premises, the security for the internal tenant areas, and for SARS assets.

5 STANDARD SPECIFICATIONS

5.1 SANS SPECIFICATIONS

The accommodation offered shall comply with all the laws or local authority requirements and specifications:

5.1.1 Occupational Health and Safety Act

The premises / building must comply with the Occupational Health and Safety Act, 1993 (Act 85 of 1993), as amended, and the latest issue of SABS 0142: "Code of Practice for the Wiring of Premises";

5.1.2 The National Building Regulations and Building Standards Acts 1977 (Act 103 of 1977), as amended (SANS 0040);

5.1.3 The Municipal by-laws and any special requirements of the local supply authority;

5.1.4 The local fire regulations; and

5.1.5 Compliance Certification and occupation certificate.

Should the bid be awarded, certificates related to the above must be provided to SARS, upon completion of the fit-out by the landlord.

6 COUNCIL / LOCAL AUTHORITY SUBMISSIONS

The turn Key bidder's professional team shall ensure that the Tenant Layout is designed to comply with all local building regulations and by-laws, including rational fire submission. The bidder is to cost for full submission and approvals.

The building designs shall comply with provisions for disabled staff.

7 HAND OVER DOCUMENTATION

The turn Key bidder's professional team shall ensure all layouts for all services are supplied to SARS CRE in hard copy and AutoCAD compatible electronic format on project hand-over for tenant occupation.

8 TECHNICAL EVALUATION PROCESS

The technical evaluation portion of this bid process consists of multi-stage process as described in Section 8.1, 8.2 and 8.3 below.

8.1 MANDATORY TECHNICAL REQUIREMENTS

Prior to initiating Section 8.2 and 8.3 (Process P1 & P2) evaluation, Bid proposals will be pre-evaluated for all mandatory technical criteria requirements. Bids that do not provide/meet the specified mandatory requirements tabled below will be **eliminated** and will not be considered for further evaluation:

BIDDERS ARE EXPECTED TO COMPLETE ANNEXURE A1 AND A2 PROVIDED FOR THE MANDATORY REQUIREMENTS

SUBMISSION 1 - MANDATORY TECHNICAL REQUIREMENTS TABLE			
Requirement	Description	Complete	Comments
Information / confirmation on the Suitability for SARS Operations	Min 2765 m ² usable to 2900 m ² GLA (preferably less) (SAPOA) area is made available by the bidders proposed solution. Bidders Architect to submit a SAPOA based measurement certificate.	_____m ²	Bidder to enter Usable m ²
		_____m ²	Bidder to enter GLA m ²
	Provide the physical address of the proposed building and include pictures of proposed building. Building location is within tendered specs.	(Tick to confirm provided)	Bidder to submit a full schedule on building information and physical address.
	Parking adhering to the requirements of Annexure D is met in full.		Bidder to enter number of On-site parking bays
			Bidder to enter number of

			Off-site parking bays (if any)
			Bidder to enter number of Total Bays provided.
Include drawings (Attach the drawings in AutoCAD compatible format).	Full AutoCAD 2015 version (or compatible DWG file format) CAD drawings (printed and electronic) of the proposed premise suitable for full architectural workup. The bidder must supply site plan, floor plans, elevations and primary sections.	(Tick to confirm provided)	Landlord's Architect to place contact centre layout (Conceptual) on CAD drawings before submitting.
Building Shell	Suspended Ceiling heights of min 2700mm clear AFFL.	_____mm	Bidder to enter clear height in mm.
B-BBEE	Bidders are required to sub-contract a minimum of 30% of the contract or project to: An EME or QSE which is at least 51% owned by black people		Bidders to fully complete Annexure A2 for this part

8.2 PROCESS (P1): Technical Shortlisting of suitable buildings:

PROCESS P1 – Shortlisting of suitable buildings		
STAGE	DESCRIPTION	OUTCOME
P1 – Stage 1	<p>Suitability assessment by SARS of the proposed building by means of SARS AutoCAD space planning review. As part of this bid document, SARS has provided all bidders with a recently completed SARS modern agile contact centre layout in Annexure A.</p> <p>Bidders Architect is to propose a conceptual contact centre layout within the building they are proposing implementing the design supplied by SARS in Annexure A (electronic AutoCAD download available from SARS web site).</p> <p>SARS to conduct a desktop AutoCAD based review of the proposed building and amend if required. Landlord is</p>	Continue to P1 – Stage 2 or discard option as unsuitable.

	<p>reminded that comprehensive AutoCAD compatible drawings must be provided for this exercise. Approval principal – the SARS design can be logically incorporated into the proposed building. Scores as per Section 10. In the event of uncertainty, evaluate design further during P1 – Stage 2 and then revert to re-scoring.</p> <p>The bidder must supply site plan, floor plans, elevations and primary sections in AutoCAD DWG compatible file format in addition to the conceptual contact centre layout.</p>	
P1 – Stage 2	<p>If proposed building passes P1 - Stage 1:</p> <p>Physical on site assessment by SARS of the proposed building by means of general location/site/building inspection.</p>	Shortlist building and continue to P2 – Stage 1 or discard option as unsuitable.

8.3 PROCESS (P2): Technical Engagement and Clarity Process:

PROCESS P2 – Technical Engagement and Clarification		
STAGE	DESCRIPTION	OBJECTIVE
P2 – Stage 1	<p>If bidders proposed building is successfully shortlisted in P1-Stage 1 & 2:</p> <p>Design: Compulsory visit by shortlisted bidders and their professional teams to the new SARS Alberton Campus Contact Centre in JHB. Bidders can ask all relevant questions on design to ensure they understand how to replicate the Alberton design in their proposed building.</p>	Bidder secures detailed knowledge on the design of a new look SARS Contact Centre and how they must be laid out, constructed and finished (materials) to ensure correct bid pricing.
P2 - Stage 2	<p>Based on the bidders visit to the SARS Alberton Contact Centre:</p> <p>Revised Design Proposal: The bidder's professional team will submit a final Contact Centre design for their proposed building based on all information learned from the visit to the Alberton Contact Centre building, JHB.</p>	Bidder applies detailed knowledge on the design of a new look SARS Contact Centre to their specific building.

P2 - Stage 3	<p>Based on the bidders visit to the SARS Alberton Contact Centre and revised design proposal:</p> <p>Building (Infrastructure) Services:</p> <p>Detailed Engagement session with landlord's professional teams to allow the bidders professional teams to ask all questions required to ensure they submit a fully costed, accurate and final bid price.</p> <p>The project bid is "Turn Key", therefore the objective of this engagement is to allow the landlord and their professional teams every opportunity to clarify all infrastructure requirements and design question requirements prior to the bidder submitting their final Turn Key priced bid.</p> <p>Special attention must be paid by the landlords Architects, electrical, mechanical and rational fire engineers as to exactly what must be designed and costed for by the landlord.</p>	Bidder secures any missing information to be able to submit an accurate final bid price - Turn Key methodology.
P2 – Stage 4 Actual Technical Submission	<p>The bidder will submit a full design and full costing proposal (BOQ) to ensure that the bidders proposed building will be fully fitted out to all required specifications to match the Alberton Contact Centre building (or exceed as agreed during P1 - Stages 4 & 5) as a Fixed Turn Key cost. This is considered the final and binding Turn Key Bid Sum.</p> <p>The bidder will submit a construction and fit out program indicating timelines based on hypothetical award date to date of actual tenant occupation. This program is not to exceed 9 months to beneficial occupation milestone.</p>	<p>The pricing presented is broken down into categories:</p> <ul style="list-style-type: none"> - Leasing. - Leasing offset (PV). - T.I. offer. - Professional Fees. - Electrical BOQ. - Mechanical BOQ. - Rational Fire BOQ. - Tenant Installation BOQ.

SUBMISSION 1 – GENERAL INFORMATION REQUIREMENTS TABLE		
Item	Description	Please complete
<i>Building areas – Usable and GLA as per SAPOA;</i>	Indicated on CAD drawings provided.	(Tick Please)
<i>Ablution Facilities;</i>	Indicated on drawings provided.	

	Drawings must show proposed and current ablution facilities provided in the building / premise. SARS has allowed for usable m2 for bathrooms to be built within the lettable area for SARS usage only.	(Tick Please)
<i>Acoustics and noise standards;</i>	Provide dB readings inside building / premise with reference to SARS standards to limit external building noise within the internal usable areas.	dB (State Please)
<i>Optional Adherence to rain water harvesting.</i>	Indicate proposed methodology and capacities.	(State Please)
<i>Optional Adherence to grey water harvesting.</i>	Indicate proposed methodology and capacities.	(State Please)
<i>Security;</i>	Indicate proposed methodology for the provision of security to the building/ premises. (Not internal SARS TI Area).	(Tick Please)

SUBMISSION 2 - Technical - Returnable documents:		Please tick to confirm as provided.
<i>ASIB;</i>	Supply a valid ASIB report if applicable and or all other information regarding Fire Compliance	(Tick Please)
<i>HVAC;</i>	Mechanical Engineer's assessment report	(Tick Please)
<i>Engineers Certificate;</i>	Engineer's certificate/report of minimum 270kg/m2 for carrying capacity of floors is required.	(Tick Please)
<i>Water Security;</i>	Indicate detailed methodology and capacities for proposed solution.	(Tick Please)
<i>Optional adherence to renewable energy PV plant requirement.</i>	Indicate high level concept design principal and peak RE-ACTIVE POWER. State anticipated electrical savings over lease period. If no solution can be presented, State as such in Leasing Costs returnable (Leasing Offset PV).	(Tick Please)

9 SCHEDULE OF SUBMISSIONS

In order to guide the bidders on ensuring the correct documentation is submitted at the correct stage of the multiple submissions bidding process, bidders are to please ensure that they have read and fully understood the following Staged Bid Submission Table.

If insufficient space exists to fill in values, please submit a clearly marked returnable sheet indexed in a manner to allow SARS to easily find the information.

STAGED BID SUBMISSION SCHEDULE		Please tick to confirm as provided/noted.
SUBMISSION 1 – Process P1 <i>Initial Tender Submission. (Note: No pricing is submitted in Submission 1).</i>	<ol style="list-style-type: none"> 1. All Procurement Bid Documentation in full. 2. Printed and AutoCAD DWG compatible Electronic copies of proposed building, including concept Contact Centre layout based on supplied Annexure A matching requirements of Annexure B. 3. Mandatory Technical Requirements Table. 4. General Information Requirements Table. 	(Tick Please)
SUBMISSION 2 – Process P2 <i>Technical Gate submission for shortlisting process. (Note: No pricing is submitted in Submission 2).</i>	<ol style="list-style-type: none"> 1. Printed and AutoCAD DWG compatible Electronic copies of proposed building, including updated and finalised concept Contact Centre layout based on site visit to Alberton Contact Centre. 2. Full details of bidder's professional team. 	(Tick to confirm submitted as requested)
SUBMISSION 3 <i>Final and fully priced Turn Key bid submission. (Note: Pricing is fully inclusive of ALL costs required to deliver a finished and fully function Contact Centre as per SARS Alberton Campus contact centre).</i>	<ol style="list-style-type: none"> 1. Fully priced and Costed Turn Key bid. 2. Detailed Leasing cost schedule. 3. Detailed Fit Out cost schedule clearly indicating Baseline, Tenant and Landlord costs aligned to <i>Form of Tender</i> cost. 4. Comprehensive program of works. 5. Professional QS and professional membership credentials. 6. HVAC Engineer and professional ECSA membership credentials. 7. Electrical Engineer and professional ECSA membership credentials. 8. Architect and professional SACAP membership credentials. 9. Rational Fire Engineer and credentials. 	

	10. Proposed Tier 1 PV power Equipment Inverter manufacture service provider. 11. Proposed Construction Company and valid CIDB registration credentials.	(Tick to confirm submitted as requested)
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10 TECHNICAL EVALUATION SCORING

The following criteria and score weightings will be applicable to the P1-Stage 1 desktop & P1-Stage 2 on site evaluation.

Criteria - DESKTOP ANALYSIS	Weighting
Desktop analysis of Location. <ul style="list-style-type: none"> Building location within tender specs (5). Building location within extended margin specs (3). 	5
Desktop analysis of parking. <ul style="list-style-type: none"> All parking is available on site (5). All parking available but some outsourced to 3rd party service provider (3). All parking is off site via outsourced 3rd party service provider (1). 	5
Desktop (AutoCAD) analysis of Contact Centre Layout. <ul style="list-style-type: none"> Proposed building allows for optimal placement of SARS contact centre model (70). Proposed building allows for good placement of SARS contact centre model with some elements not ideal but acceptable (60). Proposed building allows for reasonably good placement of SARS contact centre model with significant elements not ideal and marginally acceptable (50). Proposed building does not allow for a SARS specific contact centre design to be efficiently implemented (0). 	70
Total	80

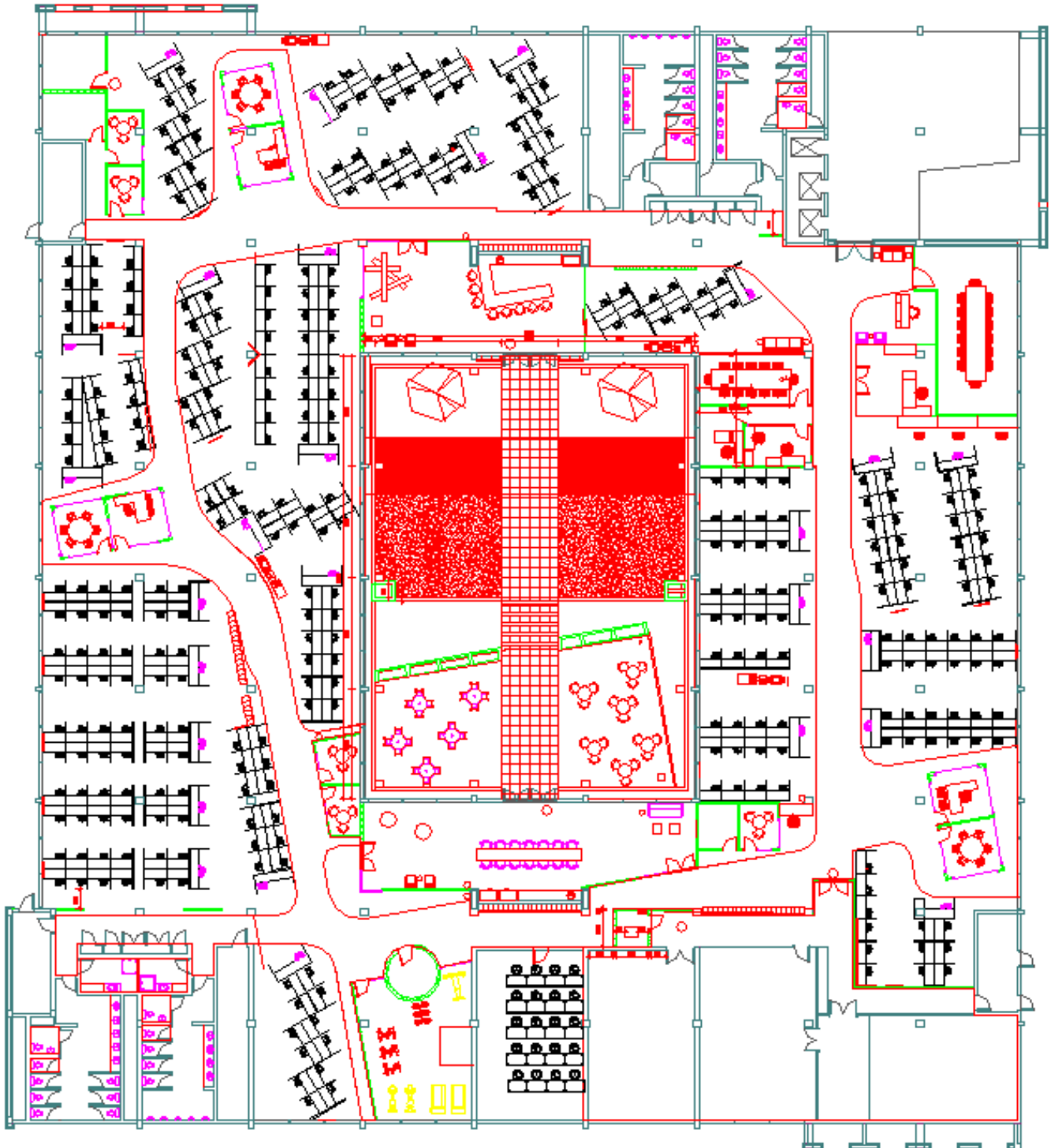
Criteria – ONSITE EVALUATION	Weighting
Location and proximity to other Commercial institutions: <ul style="list-style-type: none"> Close (within 500m) to takeaway restaurants (1) Close (within 500m) to a mall/ strip mall (1) 	2
Building Location: <ul style="list-style-type: none"> Located close to major vehicle access routes (2) 	2
As built Landlord Building Design basics – general design of the building shell and	

<p>make up complimentary to SARS Contact Centre requirements (Not internal space planning).</p> <ul style="list-style-type: none"> • Building is Grade B+ (4) or will be overhauled by bidder to B+ (2). • Building shell is conducive to dedicated SARS entrance or well managed common entrance not obstructed by other tenants (2). 	6
<p>Security aspects of the building, surrounding areas and end state proposal.</p> <ul style="list-style-type: none"> • Rentable area is well secured providing a reasonable level of staff security (1). • Premises are well secured providing a high level of security to overall property (1). • The surrounding areas of the premise do not present obvious concern (1). 	3
<p>Security of and accessibility to parking.</p> <ul style="list-style-type: none"> • Parking is secure. In event of 3rd party option, permanent security must be in place (2). 	2
<p>Proximity to public transport options.</p> <ul style="list-style-type: none"> • 3 transport types within the tender specifications (2). • 2 transport types within the tender specifications (1). • 1 transport type within the tender specifications (0). 	2
<p>Availability of building for beneficial occupation before end May 2019 based on bidders proposed program.</p> <ul style="list-style-type: none"> • Before end of May 2019 (3) • Before end of June 2019 (2) • After end June 2019 (0). 	3
Total	20

Note: A minimum of 70 points score on technical aspect is required to qualify for further evaluation.

Approved layout of a SARS Agile Contact Centre

Alberton Contact Centre. Bidders shortlisted During Stages P1-Stage 2 will visit this premise during P2-Stage 1. This drawing is available as electronic download from the SARS web site. Bidders who pass P1-Stage 2 will be required to visit this building (compulsory) to ensure they bid a comprehensive and correct cost for the Bellville project.



Area Norms – Proposed Bellville Contact Centre.

ACCOMMODATION NORMS FOR CONTACT CENTRE

CC BELLVILLE

Date: 24/05/2018
 Revision: 04
 Total staff: 299.00

SECTION	POSITION	NO of STAFF	AREA	NORM	10% CIRCULATION ADDED	TOTAL AREA REQUIRED - m ²
(CC) Management	CC Snr Mngr Office	1	16	1	1.60	17.60
	CC PA	1	9	1	0.90	9.90
	CC Manager Offices	3	11	3	1.10	36.30
	Adjoining MR	3	14	3	1.40	46.20
(CC) Support	HRBP Manager	1	11	1	1.10	12.10
	HRBP Consultant	1	7.5	1	0.75	8.25
(CC) Open Plan	12 Way Cluster + Ops Mng.	286	55	22	11.00	1 452.00
	Bus. Support	4	7.5	4	0.75	33.00
	Sub Total	297				1 582.35
(CC) Room Types	Discussion Rooms		8	5	0.80	44.00
	Nursing Centre		12	1	1.20	13.20
	Reflection Room		10	1	1.00	11.00
	Exercise Area		60	1	6.00	66.00
	Agile Pause Areas		100	2	10.00	220.00
	Locker Areas		10	2.97	1.00	32.67
	Training Room		60	1	6.00	66.00
	CC Main BR		60	1	6.00	66.00
	Sub Total	0				518.87
Physical security	Member	2		7	0.70	15.40
	Store room		9	1	0.10	9.10
		2				24.50
	Sub Total	299				2 125.72
(CC) Building Services	Reception		40.00	1	4.00	44.00
	Cleaners Store room		9	1	0.90	9.90
	Cleaner's changeroom		9	2	0.90	19.80
	Print copy areas		4	4	0.40	17.60
	Server room		16	1	1.60	17.60
	Patch room		9	1	0.90	9.90
	Security Equipment room		9	1	0.90	9.90
	IT Store Room		9	1	0.90	9.90
	UPS Room		25	1	2.50	27.50
	Ablution (plus Shwr & Para)		100	2	10.00	220.00
Part of GLA - not usable	Generator area		25	1	2.50	27.50
	Generator area		25	1	2.50	27.50
Part of Usable or GLA - building specific.	In/External Zen Area		200	1	0.00	200.00
	Sub Total					641.10
					Total	2 766.82

Estimate
USABLE m²

2766.82 m²

Renewable Energy PV Plant Methodology and Specification.

1.0 NATURE OF BID

The bid for a PV solution is a requirement of SARS that must be presented by the Turn Key bidder proposing options for the proposed SARS Bellville Contact Centre. The Tier 1 Power Inverter Equipment Manufacturer will be appointed by and paid by the Turn Key bidder according to the requirements published by SARS in this tender. The costs will be recovered from SARS by the TI fit out schedule as a tenant specific cost. SARS will not be held liable for any costs incurred by the Turn Key bidder or Tier 1 Power Inverter Equipment Manufacturer during the tendering process. The Turn Key Service provider and Tier 1 Power Inverter Equipment Manufacturer tender at own risk.

1.1 LOCATION

Bellville: The Turn Key bidder to supply relevant information to Tier 1 Power Inverter Equipment Manufacturer on the bidder's proposed building.

1.2 PURPOSE

The South African Revenue Service hereby invites prospective Tier 1 PV Power Inverter Equipment Manufacturers to bid for the turn-key end-to-end design, manufacture, supply, installation of a power active and re-active Schletter carport system mounted or Schletter roof system mounted photovoltaic plant at the proposed Bellville Contact Centre via the principal Turn Key bidder.

1.3 APPOINTMENT OF SERVICE PROVIDER

- 1.3.1 The bid will result in a suitable South African Registered Tier 1 PV power inverter equipment manufacturer with full-in house PV plant design and abilities and certified and trained PPC/EPC partners of the manufacturer being appointed by the Turn Key bidder to design, install and maintain a carport mounted or roof mounted PV plant that can be built to achieve the greatest kW hour reactive PV energy solution that can be created over a 30 year period with full end-to-end warranty and maintenance solutions in place for 10 years.
- The following will be reviewed on a yearly basis:
 - 1.3.1.1 Valid and original Tax Clearance Certificate
 - 1.3.1.2 SANAS accredited BEE Certificate
 - The winning bidder is expected to furnish SARS with a valid and original Tax Clearance Certificate and a valid SANAS accredited BEE certificate on the first anniversary of contract being implemented and every anniversary thereafter.
- 1.3.2 The bid and bid price of the Tier 1 Power Inverter Equipment Manufacturer to the Turn Key bidder must include every (end to end) portion/aspect of the PV plant from conception to fully implement without exception for the appointed Tier 1 PV power inverter equipment manufacturer to complete

and maintain the PV plant for a period of 10 calendar years with equipment performance guarantees in place.

- 1.3.3 The Tier 1 Power Inverter Equipment Manufacturer bidder is expected to submit all documentation as requested by SARS and additional documentation as deemed fit by the bidder completed in detail and in full.

1.4 CONTRACT

- 1.4.1 A 10-year maintenance contract will be entered into between the bidder and the successful Tier 1 Power Inverter Equipment Manufacturer bidder, the price of which is covered in full in the original Rand per Watt pricing submitted by the Turn Key bidder.
- 1.4.2 SARS shall have the right to terminate this contract based on poor design, poor service, poor components and or poor workmanship from the service provider, especially around the issue of guaranteed power creation, which forms the basis for tender award and seek compensation from the Turn Key bidder.
- 1.4.3 The Tier 1 Power Inverter Equipment Manufacturer bidder will submit a full end-to-end PV Plant design proposal from concept initiation final sign off which figures – especially on real (reactive) MW hours energy created over a 30 year period – will be legally binding in the form of a performance guarantee by the Tier 1 Power Inverter Equipment Manufacturer bidder which will be supported by penalties.

1.5 SCOPE OF WORKS

Turn-key end-to-end design, manufacture, supply, installation of a integrated Schletter system carport mounted or roof top mounted photovoltaic plant at the proposed Bellville building with 10 year unlimited end-to-end warranties on total system including all maintenance. The solution will control the active power, as well as other key issues like full control over reactive power, apparent power, power factor and ramp rates. The PV Plant will be prime generator integrated. The plant will be designed now to comply with all future compliance items. The bidder will ensure that installation is done with, and by, only certified and trained EPC partners of the Tier 1 PV Power Inverter Equipment manufacturer directly, and according to best practices and in line with current regulations and proposed future regulations.

2. SPECIAL CONDITIONS

- 2.1 The bidder will have a proven record of 10 (ten) MW's of total **self-manufactured** Inverter installations within the legal borders of South Africa alone.
- 2.2 Regardless of the above, the bidder will also have a proven record of a minimum installation of at least three (3) reactive micro-grid installations of at least 250 kW hour peak plant size (per project – not combined) within the borders of South Africa **AND** where the bidder was the principal vendor appointed by the client.
- 2.3 The specifications in this tender document are the minimum SARS requirements. SARS expects the bidder to present the **best PV Schletter carport or Schletter rooftop mounted solution possible at the lowest Rand per Watt budget** factoring in the specified system deliverables requested by SARS.

- 2.4 SARS expects the bidder to ensure that the system design is aligned to deliver the best possible value engineering for electrical bill reduction to SARS's benefit.
- 2.5 Prospective Bidders must have the infrastructure and spares capacity to swap out damaged components of the system within 72 calendar hours.
- 2.6 A full and comprehensive web based PV plant monitoring solution reporting on ALL aspects of power production, down time, as well as CO2/NO2/SO2 offset and equivalent pine forest per acre offset will be supplied as part of the system design and cost. This information - in detail - must be available to SARS via a web based front end. NOTE: **SARS will absolutely refuse, as a matter of critical policy/platinum rule, to allow third party access to its IT networks.**
- 2.7 Price adjustments: The contract is Turn Key and fixed in cost. No adjustments will be allowed.
- 2.8 It will be a special condition that the PV panel arrays and wiring strings / configuration will be continuously optimised for maximum power production over the first 12 months of the contract after project sign off is issued. This will require the bidder to constantly monitor the plant inverters, identify underperformance, shadow and shade issues and correct string array locations and design for best overall power out per calendar year. This work is deemed to be part of the fixed contract value.
- 2.9 SARS retains the right to apply penalties for poor plant performance against bidder tendered performance values.
- 2.10 SARS reserves the right to request for the maintenance of PV plant equipment after hours meaning weekends, public holidays, after normal business working hours, especially when SARS is faced with financial risk of increased electrical bills due to plant performance issues, equipment problems or PV system down-time.

5. KEY BIDDER PROPOSAL DELIVERABLES – SARS PV PLANT OBJECTIVES

5.1 BUDGET

- 5.1.1 The bidder is expected to deliver a Schletter based carport mounted or Schletter rooftop mounted PV plant solution to client at the lowest Rand per Watt cost in full to deliver the best solution to the client, value engineered to the clients benefit.
- 5.1.2 Every financial aspect of the project over the full 10 year maintenance period is to be included in the bidders tendered solution cost - without exception.

5.2 KEY MEASURABLE OBJECTIVE FOR AWARD

- 5.2.1 SARS's objective is to achieve the largest MW hours of actual reactive energy production per year measured over a 15 year period after all normal system design losses are considered, factoring in the existing positions available for carport construction.
- 5.2.2 The key client consideration of the project is stable electricity creation over the broadest day light hour time span to eliminate the largest percentage of SARS's electrical building operating costs. To achieve this, the proposed Bellville site may require shading analysis. Bidders plant modelling is to reflect this.
- 5.2.3 SARS will be running optimization strategies for reducing electrical consumption as a separate program.

- 5.2.4 SARS will consider proposals that utilize Grid feedback tariffs (IPP program) that enhance/shorten the development payback period to client. The bidder will be responsible for all IPP applications. IPP applications will remain in the 0 to 1 MW hour bracket. As the peak output of the plant is well below the building peak demand, SARS notes this as unlikely.

5.4 KNOWN ELECTRICAL USAGE AND DEMAND

- 5.4.1 It is a requirement that the PV plant at peak reactive power output should NOT exceed the maximum daytime building peak power load as estimated by the Principal Turnkey bidders electrical engineer for the new SARS offices under which this bid is running.

5.6 METHOD OF PROFESSIONAL ENGAGEMENT WITH BIDDER

- 5.6.1 While SARS acknowledges that the bidder will utilize the services of multiple subcontractors such as EPC partners, Tier 1 panel suppliers, car port system manufacturers and PV installers, high and low voltage electrical partners and maintenance partners, the bidder must note that SARS will consider its relationship with the principal Tier 1 PV Power Inverter Equipment Manufacturers bidder as a single point of contact, and the bidder assumes full responsibility for all partners and payment to those partners the bidder may deem necessary to bring onboard the bidders project team.
- 5.6.2 The Tier 1 service provider is responsible for underwriting all its partners' guarantees and warranties for the full 10 year term of the maintenance project and SARS will deal directly with the bidder only on all issues. Extended warranties (i.e. 30 year linear panel warranties, etc) remain in place after the direct 10 year maintenance program.
- 5.6.3 SARS will engage the bidder directly on any and all system issues, performance issues, and maintenance issues, and the bidder will assume full responsibility of behalf of itself, its partners and its suppliers to rectify and fix any and all issues without delay as part of the tendered project cost.

5.7 TECHNOLOGY SOLUTIONS TO BE PRESENTED AS PART OF TENDERED SOLUTION

- 5.7.1 Full micro-grid Schletter carport mounted or Schletter roof mounted system PV Plant solution.
- 5.7.2 Full monitoring platform for detailed plant reporting, analysis, maintenance and other functions. It is preferred that this be web based GUI.
- 5.7.3 Grid Feed-back dis-abled.
- 5.7.4 3 Phase Inverter design and step up/down transformers (if required) as part of bid cost.
- 5.7.5 Equipment positioning and design/placement solutions for cable losses due to distance.
- 5.7.6 Proper and professional executed cable routing and management, man holes, sleeves and servicing/repairing considerations – if required.
- 5.7.7 Certified as fully compliant with all relevant SANS and SABS codes.
- 5.7.8 Bid submitted is for the full project costing inclusive of all costs without exceptions.
- 5.7.9 PV panel cleaning and general PV plant maintenance under performance guarantee.

- 5.7.10 Remote monitoring and fault identification of plant and all systems. Remote updates for firmware and software monitoring solutions.
- 5.7.11 Yearly training of SARS CRE Maintenance staff of fault identification and corrective procedures.

6. RETURNABLE DOCUMENTS

The bidder will provide the following documents as a minimum, but not limited to, for this bid response:

- 6.1 Contract Guarantee and Proof of Public Liability of at least R10 000 000 (Ten Million Rand) per incident.
- 6.2 Proof - Tier 1 PV Power Inverter Equipment Manufacturer – with formal South African presence.
- 6.3 Full Business Proposal for End-to-End solution indicating the lowest Rand per watt carport or roof mounted type solution.
- 6.4 Proposed Site Plan indicating location of PV plants, cabling routes, etc.
 - 6.4.1 Detailed Schletter System car port design or Schletter roof mounted design to allow SARS to examine and approve aesthetics.
 - 6.4.2 Structural and electrical IP need not be submitted with initial tender but will be submitted at project hand-over.
- 6.5 Full Financial Modelling which will form the basis of the performance guarantee which will be upheld by the bidder.
- 6.6 Full and accurate End-to-End PV Plant Design and Performance Specifications indicating:
 - 6.6.1 Number, make up and performance of PV Modules, aligned to Schletter carport / roof top designs – at minimum 80% at 30 years.
 - 6.6.2 Apparent PV Panel Peak Power.
 - 6.6.3 Number, make up and performance of Inverter plant topography.
 - 6.6.4 Active AC Power and Re-Active Power Generation
 - 6.6.5 Active and Re-Active Power Ratio's
 - 6.6.6 Annual Yield over 30 years (under performance Guarantee).
 - 6.6.7 Line / system losses and unbalanced loads.
- 6.7 Predicted Energy Savings model over 30 years including full system degradation.
 - 6.7.1 ROI model.
 - 6.7.2 IRR model.
- 6.8 Full system monitoring solution.
 - 6.8.1 Inverters are to use an open (non-proprietary) communication protocol, so that they can report to and communicate with building BMS's (or BAMS) in future.
 - 6.8.2 **SARS will absolutely refuse, as a matter of critical policy/platinum rule, to allow third party access to its building/network controls.**
- 6.9 Detailed presentations and calculations to assure SARS that the requirements have been met in full, value add is indicated and yearly actual energy yield (under performance guarantee with penalties is properly calculated and viable.
- 6.10 Roll out project plan (high level project plan) aligned to overall Turn Key solution bid.
- 6.10 Confirmation of compulsory compliance to all Item 8 requirements (and sub-items) and Item 9.

- 6.11 Any and all other / additional requirements specifically requested in this tender document or at the tender briefing session including statutory content documentation.
- 6.12 A detailed proposed maintenance contract to suit the installation, and indicating adherence to SARS's requirements for this tender.

7. PRICE

- 7.1 The bidder will allow for all currency price fluctuations and industry pricing increases within the tendered bid sum.
- 7.2 The bidder's real energy (reactive Power MW hours) created over 30 years used for the evaluation of price will be guaranteed by the bidder. Any variances on this will be clearly indicated in the returnable bid documents.
- 7.3 The bidder will list the form of tender price as a final Rand value, inclusive of contingencies and VAT.
- 7.4 The bidder will list the effective Rand per Watt all-inclusive prices as part of the financial calculations.

8. STATUTORY LOCAL CONTENT

SARS acknowledges that 85% local content cannot be achieved on competitive pricing Rand per Watt models. The following requirements are there for compulsory and will be included and complied with by the Tier 1 service provider under this bid.

- 8.1 All labour will be 100% employed under companies registered and operating within the borders of South Africa.
- 8.2 The bidder undertakes to fully train and professionally certify one emerging BEE candidate from a previously disadvantaged background as a PV panel module installer as part of this bid and project.
- 8.4 Tier 1 PV Panels ONLY - and in full compliance with SARS minimum specifications of 80% at 30 years - will be sourced from a local supplier registered as a South African company operating within the legal borders of South Africa who is fully authorised to represent the Tier 1 panel manufacturer and uphold all warranties in full on behalf of the manufacturer in-house.
- 8.5 Schletter car port / roof mounting components and structures and specialist installation will be sourced from a local supplier registered as a South African company operating within the legal borders of South Africa.
- 8.6 The bidder will supply a schedule indicating their compulsory compliance with the above as part of their returnable documents for this bid.

9. DRAFT BEST PRACTICES GUIDE

SARS acknowledges that the SANS and SABS codes for large PV Plant installations are in draft format. As such, the following Best Practices Guide will be in effect for this tender, subject to official SANS and SABS regulations being published which will automatically over rule this draft guide. **Guideline for the wiring of LV grid-embedded PV installations not exceeding 1000kVA in South Africa**

Mandatory Parking Requirements – 56 Parking Bays

Bellville Contact Centre Parking Requirements					
	Standard			Actual Bays Required	
Fixed Parking	Council @ 4bays /100 GLA	Shortfall		As per supplied info Contact Centre Management	
				<u>Public</u>	<u>Staff Secure</u>
Parking	116	0		0	50
Paraplegic Parking				1	1
SARS Fleet Vehicles				4	
			Total	56	

Notes on “covered” parking bays:

In order for SARS to have a fairer comparison of leasing costs of parking bays, it is a requirement of this tender that all staff parking bays are covered (50), and that lease proposals for staff parking bays are costed as “covered”. The balance can be as available on site.

The bidder is reminded that covered parking bays can house the requirements of the PV Plant where applicable as detailed in Annexure C.

Disabled Parking:

Disabled parking bays will be a minimum of 3.5 meters wide.

Off-site parking:

SARS acknowledges that older buildings with older town planning scheme rules may not accommodate 4 bays per 100 GLA. This tender allows for some off-site parking to be implemented as a solution to achieve the mandatory 56 total bays required.

