

<b>Subject</b>	<b>Specifications</b>
<b>Project Name</b>	<b>Panel of Service Providers for Mail and Parcel Delivery</b>
<b>Reference</b>	<b>RFP 22/23/40/Panel of Service Providers for Mail and Parcel Delivery</b>



**The information contained within this submission is considered proprietary and confidential.  
No inappropriate and/or unauthorised disclosure of this submission is allowed.**

## 1. Background

The South African Post Office Group (SAPO) requires a panel of Service Providers for Parcel Delivery of items in different areas in South Africa.

## 2. Objective of Bid

To appoint a panel of Service Providers for Parcel Delivery of items, including door deliveries, in different main centres, peri-urban and urban areas in Gauteng, Free State, Eastern Cape, Limpopo, Mpumalanga, Western Cape, Kwazulu Natal and Northern Cape Region for a period of 6 months.

## 3. Scope of Work

**The successful bidder(s) will be required to provide:**

- 3.1 A collection service from SAPO mail centres, depots and branches and door delivery to customers in main main centres, peri-urban and urban areas.
- 3.2 SAPO does not guarantee that successful service provider/s will receive work during their appointment term. Service providers will be used on an ad hoc basis as and when required by SAPO.

## 4. Requirements

- 4.1 Pick up of items is required between the SAPO branches and delivery to customers as and when required.
- 4.2 Bidders must be able to provide services nationally and also in peri-urban and urban areas.
- 4.3 The type of vehicles required will range between ½ ton to 8 ton vehicles with closed courier type canopies and bodies. This will depend on the volume and route requirement. The type of vehicle will be indicated per route in the RFQ document.
- 4.4 The supplier will have to collect from the different branches and deliver to customers overnight in main centres (before 12H00) and between 3-5 days in regional areas as per the delivery matrix in 4.12.
- 4.5 Main Centers will be amongst others Johannesburg, Pretoria, Bloemfontein, Durban, Port Elizabeth and Cape Town.
- 4.6 Bidders will be required to provide tracking, electronic proof of delivery and lodging information through SAPO's Application Programming Interface (API) that will allow the data to be automatically captured into SAPO's International Parcel system (IPS). Software development capability or access to a software developer with API experience should be provided by means of a letter on their letterhead confirming that they can comply to this requirement.

- 4.7** Bidders must have public liability insurance of minimum Hundred Thousand Rand (R100 000) and provide proof thereof. If the bidder does not have this currently, the bidder must submit a letter from the bidder's insurance company confirming that they will insure the bidder for this amount, the bidder will then have to provide the proof of insurance when awarded.
- 4.8** Information on tracking and electronic Proof of Delivery (POD) of shipments moved from SAPO to be provided. **Bidders** must provide a letter on their letterhead confirming that they will be able to supply tracking detail and POD's to SAPO.
- 4.9** Bidders must have Goods in Transit (GIT) insurance of minimum Twenty Thousand Rand (R20 000) and provide proof thereof. If the bidder does not have this currently, the bidder must submit a letter from the bidder's insurance company confirming that they will insure the bidder for this amount, the bidder will then have to provide the proof of insurance when awarded.
- 4.10** All items must be secured and transported in closed vehicles.
- 4.11** Services will be required on need basis.
- 4.12** The service provider(s) must ensure that vehicles and drivers are compliant with relevant Road Traffic Legislation and SAPO will not be liable for any non-compliance.
- 4.13** The bidder's personnel will represent SAPO and communicate with our customers directly, they must be professional at all times. **The bidder** must confirm on their letter head that they do regular security checks on their employees. Police clearance certificates must be made available to SAPO on request.

**4.14 Matrix**

	Zone 1	Zone 2	Zone 3 (USO – Universal Service Obligation)
Service	Sameday, overnight, early bird & express.	Economy, fastmail, freight & mail.	Freight & mail.
Frequency	Mon to Fri	Mon, Wed & Fri	Tue & Thur
Throughput	Short	Medium	Long
Delivery: Courier	Door & Counter	Counter	Counter
Delivery: Mail	Counter, Street Address & Box.	Counter, Street Address & Box.	Counter, Street Address & Box.

## 5. Experience

- 5.1 Bidders are required to have a minimum of one (1) year completed experience in moving of parcels and consignments.
- 5.2 The bidders must complete, sign, and submit Annexure K and submit one reference letter to confirm information on the Annexure K

## 6. Performance

- 6.1 The successful service provider must be available on a 24/7 basis.
- 6.2 The successful service provider must provide SAPO with a centralized contact person and the contact number.
- 6.3 A minimum of 95% performance over a month period is required on departure and arrival times which will be agreed on in the service level agreement.
- 6.4 In cases where the service provider fails to reach the agreed target the following penalties will be implemented to remedy such non-performance. A 2.5% penalty fee will be charged on the invoice for the specific trip where the failure occurred.

## 7. Pricing

- 7.1 Pricing will be requested on a monthly RFQ basis.
- 7.2 Pricing will be based on a price per drop in a radius from the respective branch i.e. 50km radius in main centres, 100km radius and more in peri-urban and urban areas.

## 8. Bid Evaluation Process

The bid will be evaluated as follows:

- 8.1 **Specific Goals**
- 8.2. **Bid Conditions**
- 8.3. **Compliance documents**

### 8.1 Specific Goals

#### The Preferential Point System

- 8.1.1 The specific goal that this project seeks to achieve is the empowerment and development of micro enterprise that are 51% Black owned.
- 8.1.2 Bidders will be required at the RFQ stage to submit the below proof indicating that they are 51% black owned
  - BBBEE Certificate
  - Or Sworn Affidavit

- 8.1.3 The Preferential Point System that will be used at the issuance of an RFQ stage are **20/80** (20 Preferential Point and 80 Pricing) or **10/90** (10 Preferential Point and 90 Pricing)

**Note:** Tenderers who do not submit specific goal requirement at the RFQ stage will not be disqualified from the RFQ process. They will not score point out of 20/10 for the specific goals but zero (0) point will be scored.

## 8.2 Bid Conditions

Bidders must submit the following mandatory documents and complete all forms and questionnaires contained in this tender. Failure to comply will result in the disqualification of bid:

- 8.2.1 Bidders must have Public liability insurance of minimum Hundred Thousand Rand (R100 000) and provide proof thereof. If the bidder does not have this currently, the bidder must submit a letter from the bidder's insurance company confirming that they will insure the bidder for this amount, the bidder will then have to provide the proof of insurance when awarded.
- 8.2.2 Bidders must have Goods in Transit (GIT) insurance of minimum Twenty Thousand Rand (R20 000) and provide proof thereof. If the bidder does not have this currently, the bidder must submit a letter from the bidder's insurance company confirming that they will insure the bidder for this amount, the bidder will then have to provide the proof of insurance when awarded.
- 8.2.3 Bidders will be required to provide tracking, electronic proof of delivery and lodging information through SAPO's Application Programming Interface (API) that will allow the data to be automatically captured into SAPO's International Parcel system (IPS). Software development capability or access to a software developer with API experience should be provided by means of a letter on their letterhead confirming that they can comply to this requirement.
- 8.2.4 Information on tracking and Proof of Delivery of shipments moved from SAPO to be provided.
- ✓ Bidders must provide a letter on their letterhead confirming that they will be able to supply tracking detail and POD's to SAPO.
- 8.2.5 The bidder's personnel will represent SAPO and communicate with our customers directly, they must be professional at all times. **The bidder** must confirm on their letter head that they do regular security checks on their employees. Police clearance certificates must be made available to SAPO on request.
- 8.2.6 Bidders are required to have a minimum of one (1) year completed experience in moving of parcels and consignments.
- ✓ The bidders must complete, sign and submit **Annexure K**
  - ✓ The bidders submit one reference letter to confirm information on the **Annexure K**

**Note:** The reference letters must be from clients listed within the areas indicated in **Annexure K**

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**Note:** SAPO shall disqualify bidders that are in the National Treasury list of restricted supplies.

### **8.3 Compliance documents**

Bidders must submit the below documents for compliance purposes

8.3.1 The bidder(s) must be registered on National Treasury Central Supplier Database (CSD). Bidders must submit proof that they are registered on CSD

8.3.2 Tax compliance requirements

SAPO will not do business with a supplier who is not tax compliant.

The tax compliance requirements as follows:

8.3.2.1 Bidders shall submit their unique personal identification number (pin) issued by SARS to enable the verification of the bidder's tax status.

8.3.2.2 In bids where consortia / joint ventures / sub-contractors are involved, each party must submit a separate proof of PIN / CSD number.

**8.4** Bidders must complete and submit SBD4

**8.5** Bidders must complete and submit SBD1

**Note:** SAPO shall disqualify bidders that are in the National Treasury list of restricted supplies.

## **9. Due Diligence**

9.1 SAPO reserves the right to conduct due diligence to verify the information submitted with the bidder's bid proposal. The bidder will be disqualified should the information not be verifiable.