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Section 1: Company Profile


Item	Response
Legal Entity Name	
Trading Names	
Year Established in South Africa	
Company Registration Number	
Total Warehouse Employees	
Breakdown by Function	
Annual Turnover (Last 3 Years)	
Primary Customer Sectors	

Section 2: Geographic Footprint & Facilities

Item	Response
Warehouse Locations	
Total Square Metres per Site	
Racked vs Bulk Storage	
Available Amenities	
Yard & Trailer Dock Capacity	
Security Infrastructure	
Scalability Options	
Lead Times for Expansion	

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Section 3: Standard Services Offered

Please tick or describe services offered:

Description	Tick (✓)
Receiving, Unloading, Inspection	
Storage (Ambient / Chilled / Frozen)	
Pallet Management	
Inventory Tracking	
Picking, Packing, Kitting, Assembly	
Outbound Distribution (Linehaul / Regional / Last-Mile)	
Cross-Docking / Transloading	
Internal Distribution Integration	
Reverse Logistics	
Value-Added Services (Labelling, Bundling, etc.)	
Dangerous Goods Handling	
Fleet Management & Route Optimization	
Customs Clearance / Freight Forwarding	

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Section 4: IT & Systems


Item	Response
WMS (Name/Version)	
In-House or Third-Party	
TMS Capabilities	
Integration Methods (API, EDI, etc.)	
Track & Trace Tools	
Reporting & Dashboards	
Advanced Technologies (Robotics, Drones, etc.)	

Section 5: SLA / KPI & Performance

KPI	Target	Measurement Method	Last 12 Months Performance
Order Accuracy			
On-Time Shipping			
Dock-to-Stock Time			
Inventory Accuracy			
Fill Rate			
Claims Rate			

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Section 6: Pricing & Commercial Model

Please provide indicative pricing for the following services. Include units (e.g., per pallet/month, per pick, per order) and any applicable minimum charges or surcharges.

Service Type	Unit of Measure	Indicative Price	Notes
Receiving & Unloading			
Inspection & Dock-to-Stock			
Picking & Packing			
Kitting / Assembly			
Cross-Docking / Transloading			
Outbound Distribution – Linehaul			
Outbound Distribution – Regional			
Last-Mile Delivery			
Reverse Logistics			
Value-Added Services (e.g., labelling, bundling, etc.)			
Dangerous Goods Handling			
Fleet Management / Route Optimization			
Customs Clearance / Freight Forwarding			
IT Integration (API, EDI, etc.)			
Reporting & Dashboards			
Onboarding Fees			
Minimum Monthly Charges			

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Additional Services & Fees (Not Listed Above)

Respondents to list any other relevant services and associated fees below:

Service Description	Unit of Measure	Indicative Price	Notes

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Section 7: Compliance, Certification & Insurance

Item	Response
Licenses & Certifications	
Insurance Coverage	
Facility Restrictions	
Risk & Recovery Plans	

Section 8: Security & Quality Assurance


Item	Response
Physical Security Measures	
Cybersecurity Protocols	
Quality Assurance Processes	

Section 9: Sustainability & ESG

Item	Response
Environmental Initiatives	
Social Procurement / Community Engagement	

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Section 10: References

Client Name	Industry	Contact Details	Scope of Work	Start Date

Section 11: Additional Information (If any)

- Contract Constraints:
- Minimum Terms:
- Onboarding Timelines:
- Ramp-Up Plans:
- Innovative Ideas for Supply Chain Optimization:

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