

TNPA/2024/10/0004/80386/RFP: PROVISION OF COURIER SERVICES FOR TRANSNET NATIONAL PORTS AUTHORITY (TNPA) AND ITS BUSINESS UNITS FOR A PERIOD OF THIRTY-SIX (36) MONTHS ON AN "AS AND WHEN" REQUIRED BASIS

1. BACKGROUND

- 1.1. Transnet National Ports Authority (TNPA) seeks to appoint a service provider for the provision of courier services to all TNPA ports, Head Office, Head Office Satellite Offices, as well as Lighthouses and Navigational Services and Dredging Services business units for a period of thirty-six (36) months. The services required include transportation of letters, boxes, parcels and pallets coordinated from TNPA Head Office to all provinces around the country on an as and when required basis. The successful service provider must have a reputable track record of delivery of courier services within South Africa and internationally.
- 1.2. The TNPA locations are as follows:
 - 1.2.1. Port of Ngqura.
 - 1.2.2. Port of Port Elizabeth and Lighthouses.
 - 1.2.3. Port of Durban and Lighthouses.
 - 1.2.4. Port of Richards Bay and Lighthouses (remote area)
 - 1.2.5. Port of East London and Lighthouse.
 - 1.2.6. Port of Mossel Bay and Lighthouse.
 - 1.2.7. Port of Cape Town and Lighthouse.
 - 1.2.8. Port of Saldanha and Lighthouse (remote area)
 - 1.2.9. Port of Port Nolloth and Lighthouse.
 - 1.2.10. Dredging Services situated in the Port of Durban.
 - 1.2.11. Lighthouses and Navigational Services situated in Cape Town.
- 1.3. Head Office satellite offices are situated in Johannesburg Central Business District and Port of Durban.

2. SCOPE OF SERVICES

2.1. Service Types

2.1.1. The successful service provider will be required to provide courier services to TNPA on an as and when required basis. The required courier services will include transportation of consignments to any destination to and from specific TNPA locations, nationally as well as international locations when required. Services include:

- 2.1.1.1. Same day service.
- 2.1.1.2. Overnight service.
- 2.1.1.3. 48 Hour service.
- 2.1.1.4. Economy (72 Hour) delivery service.
- 2.1.1.5. Weekend/Public holiday service.
- 2.1.1.6. Direct deliveries service (i.e. fast and direct way of shipping goods without passing through sorting centres or distribution hubs).
- 2.1.1.7. Storage and shipping of local, regional items/goods.
- 2.1.1.8. Custom clearance of parcels coming inside the country. (on as and when required basis)
- 2.1.1.9. Specialized services including but not limited to pallets.
- 2.1.1.10. Security escort for high value equipment.

2.1.2. TNPA's Head Office located at the Port of Ngqura in Gqeberha, Eastern Cape must be treated as a regular site and not a remote location.

2.2. Consignment Types

2.2.1. The successful service provider will be required to courier different types of consignments such as confidential TNPA documents and parcels which may include but not limited to uniform, personal protective clothing, specialised equipment and gadgets.

2.3. Online Courier Tracking System Requirements

2.3.1. The bidder must have an online courier tracking system in place to be used for tracking and tracing all TNPA consignments. The online system should be able to do the following:

- 2.3.1.1. Allow for logging requests for collection/delivery.
- 2.3.1.2. Enable TNPA to access historic data on requests logged.

- 2.3.1.3. Enable TNPA to track consignments from collection to delivery destination.
 - 2.3.1.4. Enable TNPA registry office personnel to access the system via individual login details.
 - 2.3.1.5. Send confirmation of delivery alerts to registry office requestor.
 - 2.3.1.6. Generation of waybills and waybill activity reports.
- 2.3.2. The system should be accessible 24/7, 7 days a week.
- 2.3.3. In instances where the TNPA registry office personnel are unable to access the system, the service provider should provide support personnel to allow TNPA registry personnel to track and trace parcels and waybills via telephone or email correspondence.
- 2.3.4. The service provider must provide initial system support/training to TNPA registry personnel on use of the system at service inception.

2.4. Security Requirements

- 2.4.1. The service provider must provide escort services for goods in transit to ensure safety of TNPA consignments where expressly requested by TNPA.
- 2.4.2. The service provider will be liable for any damage or loss of goods while in their possession.
- 2.4.3. The service provider should demonstrate what contingency plans they have in place to protect consignments in cases of hijackings or loss of TNPA consignments.
- 2.4.4. The service provider must demonstrate and provide proof of existing storage areas/warehouses, and the location of the premises used to store TNPA consignments in the event where the service provider was unable to deliver overnight. The Occupational Health and Safety Act plays a pivotal role in influencing warehousing and logistics practices, therefore, to demonstrate compliance, these premises/warehouses must meet the following requirements:
 - 2.4.4.1. Adequate storage as well as infrastructure components that will protect TNPA consignments from harmful environmental conditions.
 - 2.4.4.2. Identifiable fire safety measures (fire extinguishers, sprinkler systems,) and emergency exits that are fully functional and accessible.
 - 2.4.4.3. Acceptable housekeeping standards (general cleanliness, free from clutter and debris).

- 2.4.4.4. Effective electrical systems (wiring, lighting, and electrical outlets) to eliminate potential fire hazards and electrical accidents.
- 2.4.4.5. Safety signage to ensure clear and visible signage for hazards, emergency routes, and safety procedures.
- 2.4.4.6. System controlled entrance preferred.
- 2.4.4.7. If storage is shared, ensure best practices applied to ensure that TNPA consignment will be safe and secure.
- 2.4.4.8. The premises must be monitored by 24-hour Security. The service provider must provide a fire detection and prevention plan, proof of backup power system (including Generator/Solar).
- 2.4.5. The service provider must ensure confidentiality and safety of consignments being transported at any time and demonstrate what measures they have in place to protect such information.
- 2.4.6. The service provider must demonstrate how consignments that contain personal information will be handled and protected as required by the Protection of Personal Information Act No. 4 of 2013 (POPI Act).

2.5. Insurance Requirements

- 2.5.1. The service provider must be able to assume full liability for goods in transit. The service provider must provide proof of current goods in transit insurance as part of the bid proposal.
- 2.5.2. The service provider must either be a licensed intermediary or provide insurance with an authorized Financial Service Provider in terms of the Financial Advisory and Intermediary Services Act No. 37 of 2002.

2.6. Account Management and Reporting Requirements

- 2.6.1. The service provider must provide post transportation support including but not limited to resolving issues regarding shipment, missing packages and/or damaged goods. The support must be 24/7, 365 days support in case of any of the aforementioned issues that may occur.
- 2.6.2. TNPA requires the allocation of a dedicated Accounts Manager to manage all operational matters pertaining to rendering the required courier services to TNPA. The Account Manager shall serve as TNPA's primary liaison throughout the course of the contract.

- 2.6.3. The Account Manager shall assist in handling complaints between TNPA and the service provider in relation to requests, shipping and tracking goods.
- 2.6.4. The Account Manager shall track performance and report on the progress on a monthly basis.
- 2.6.5. The Accounts Manager shall be responsible for obtaining feedback from TNPA for continuous improvement of services.
- 2.6.6. The Accounts Manager shall be authorized by the respective party to answer all questions posed by the other party and convey all decisions made by such party during the contract and that the other party shall be entitled to rely on such information as conveyed by the Account Manager.

2.7. Invoicing and Reporting Requirements

- 2.7.1. TNPA requires submission of monthly activity reports on consignments and invoicing.
- 2.7.2. The service provider will be required to attend quarterly performance meetings for review of service delivery in line with the agreed Service Level Agreement.
- 2.7.3. The service provider must provide samples of the electronically generated reports as part of the bid proposal (e.g. monthly, daily (where required), invoice, statement etc).
- 2.7.4. The service provider shall create two accounts, one for courier requests and another one for logistics.

2.8. Pre-Qualification Criteria

- 2.8.1. The service provider must provide a valid unreserved postal service certificate issued by the Independent Communications Authority of South Africa (ICASA).
- 2.8.2. The service provider must provide proof of insurance for goods in transit.

2.9. TNPA Locations

LOCATION	ADDRESS
Johannesburg Satellite Office	150 Commissioner Street Calton Centre Johannesburg CBD 2000
TNPA Head Office and Port of Ngqura	Neptune Road eMendi building Gqeberha 6100

LOCATION	ADDRESS
Port of Port Elizabeth	112 Green Street Port admin building Port Elizabeth 6000
Port of East London	Port Admin Building/control 01 Hely-Hutchinson Road East London 5200
Port of Cape Town	South Arms Road NPA/Corporate Building Cape Town
Port of Durban	Ocean Terminal Building Quayside Road Durban 4001
Queens Warehouse	237 Mahatma Gandhi Road Queen Warehouse Point, Durban 4001
Dredging Services	10 Mahatma Gandhi Road Durban 4001
Port of Richards Bay	Ventura Road Richards Bay 3900
Port of Saldanha Bay	Marine Drive Saldanha Bay 7593
Lighthouses & Navigational Services	100 Beach Road Greenpoint Cape Town 8001
Port of Mossel Bay	55 Bland Street Port Admin Building Mossel Bay 6500
Port Nolloth Lighthouse	Main Road Port Nolloth 8280

LOCATION	ADDRESS
Cape Columbine Lighthouse	Cape Columbine Nature Reserve St Augustine Road Paternoster 7381
Slangkoppunt Lighthouse	Lighthouse Road Kommetjie 7976
Danger Point Lighthouse	Marine Drive Gansbaai 7220
Cape St Blaize Lighthouse	Montague Street Mossel Bay 6500
Great Fish Point Lighthouse	Off the R72 Port Alfred 6170
Hood Point Lighthouse	Wetzlar Street West Bank (next to West Bank Golf Course) East London 5201
Mbashe Lighthouse	Cwebe Nature Reserve Bashee 5000
Cape Hermes Lighthouse	Golf Course Drive Port St Johns 5120
Port Shepstone Lighthouse	Princess Elizabeth Drive Port Shepstone 4240