



TRANSNET NATIONAL PORTS AUTHORITY

A DIVISION OF TRANSNET LIMITED

(Registration No: 1990/000900/30)

SCOPE OF WORK

**PROVISION OF COURIER SERVICES FOR TRANSNET NATIONAL PORTS AUTHORITY (TNPA)
NINE (9) PORTS AND ITS BUSINESS UNITS FOR A PERIOD OF THIRTY-SIX (36) MONTHS
ON AN "AS AND WHEN" REQUIRED BASIS**

1. PURPOSE

The purpose of this document is to provide a detailed scope of work for the provision of courier services to Transnet National Ports Authority (TNPA) nine (9) ports and its business units for a period of thirty-six (36) months on an as and when required basis.

2. Background

The registry department provides courier and postal services to Transnet nationally. Courier services is integral to the registry department to ensure that mails, files and parcels are circulated effectively and efficiently across all ports.

TNPA's nine (9) ports and business units include but are not limited to:

- 2.1. Port of Ngqura
- 2.2. Nelson Mandela Bay Port
- 2.3. Port of Durban
- 2.4. Port of Richards Bay
- 2.5. Port of East London
- 2.6. Port of Mossel Bay
- 2.7. Port of Cape Town
- 2.8. Port of Saldanha
- 2.9. Port of Durban
- 2.10. Lighthouses and Navigation Services – Cape Town
- 2.11. Dredging Services - Durban

The service provider will be required to transport items/goods to other areas within South Africa and across the borders.

3. Scope of Work

- 3.1. The Service Provider will be required to provide courier services to transport items/goods including but not limited to:
 - 3.1.1. Small parcels e.g., flyer A4 envelope;
 - 3.1.2. Heavy shipments;
 - 3.1.3. Storage and shipping of local, regional and international items/goods;

3.1.4. Custom clearance of parcels in and out of the country;

3.1.5. Packing of boxes (providing of stationary e.g., boxes, bubble wrap); and

3.1.6. Security escort for high value goods/items.

3.2. The service provider will be required to provide the following courier services within the below delivery timelines:

3.2.1. Same day service

3.2.2. Overnight Service

3.2.3. Economy/Budget Service

3.2.4. Weekend Service

3.3. Insurance

The service provider must be able to assume full liability for goods in transit.

3.4. Compulsory Requirements

3.4.1. Service Providers must provide proof of insurance for goods in transit.

3.4.2. Service Provider must provide a valid certificate issued by the Independent Communications Authority of South Africa (ICASA).

3.5. Personnel Resources

The Service Provider must assign a Key Account Manager who will be responsible for managing Transnet account.

3.6. Training on the Tracking Tool/System

The service provider must provide training to Transnet nine (9) registry personnel as and when required.

3.7. Technical Evaluation

Bidders will be evaluated for Technical Evaluation Stage. The Technical Evaluation criteria for this bid is indicated in tables below including the scoring system and weight allocation that will be used for the

evaluation of the bids. Bidders are required to achieve a minimum threshold of 66.67 points out of 100 points to proceed to the next stage (Price and B-BBEE).

Table 1: Company Experience

Reference Letters	No. of Letters	Points Allocation
Reference letters issued by the Bidder's previous clients for the provision of courier services completed on the Clients' Letterhead. The letters should have contactable references. Projects should have been completed within the past five (5) years.	4 Letters or more	3
	3 Letters	2
	2 Letters	1
	Less than 2 Letters	0
Weighting	40	

Table 2: Key Resources

Key Resources	Experience	Sub-Weighting	Points Allocation
Key Account Manager	The bidder has submitted a CV of the proposed Key Account Manager indicating four (4) or more years of experience in managing accounts in courier services	10	3
	The bidder has submitted a CV of the proposed Key Account Manager indicating 2-3 years of experience in managing accounts in courier services		2
	The bidder has submitted a CV of the proposed Key Account Manager indicating less than 2 years of experience in managing accounts in courier services		1
	No information provided		0
Weighting		20	

Table 3: Tracking Tool/System

Tracking Tool/System	Level of Details	Points Allocation
<p>The bidder must provide a process flow of their tracking system/tool to ensure that the client can access and trace the parcel. The process flow of the tracking system/tool must demonstrate the following:</p> <p>a) The end-to-end process flow of the tracking system/ tool demonstrating the functionality of the system/tool</p>	The bidder has provided an end-to-end process flow demonstrating the functionality of the tracking system/tool	3
	The bidder has provided an end-to-end process flow demonstrating the partial functionality of the tracking system/tool	2
	The bidder has provided a process flow not demonstrating the functionality of the system	1
	No information provided/ irrelevant information provided	0
Weighting	40	