

Subject	Specifications
Project Name	Panel Services of Linehaul Transportation, Postmen, Mail Collection and Delivery Services, Courier Services for Collection and Delivery to Customers/HM
Reference	RFP NO:23/24/09/ Panel Services of Linehaul Transportation, Postmen, Mail Collection and Delivery Services, Courier Services for Collection and Delivery to Customers/HM



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1. Background

The South African Post Office Group (Sapo) requires four (4) different panel of Service Providers for their collection and delivery needs of all consignments, bulk mail, pallets, mail and parcels, between mail centres, depots, branches and Customers.

2. Objective of Bid

To appoint four (4) different panel of Service Providers to provide transportation services and drivers nationally, in different main centres, regional and regional remote areas in Limpopo, Mpumalanga, Gauteng, Central, KZN, Eastern Cape, Western Cape and Northern Cape Region for a period of one (1) year.

The bidder can bid for any of the below services:

- 2.1 Linehaul Transportation
- 2.2 Mail Collection and delivery service
- 2.3 Courier service for collection and delivery of all parcels to customers
- 2.4 Postmen transportation

Note:

- Linehaul Transportation bidders must be able to provide services nationally or regionally.
- The bidder will have the option to tender per region for the below services:
 - Postmen transportation
 - Mail Collection and delivery service
 - Courier service for collection and delivery of all parcels to customers
- The bidder must complete and submit the check sheet (Annexure A) indicating the regions they are bidding for

3. Scope of Work

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

- 3.1 Linehaul Transportation services for collection and delivery of consignments, bulk mail, pallets, mail and parcels, between SAPO sites regionally and nationally.
- 3.2 Mail Collection and delivery service of items/consignments/parcels between the SAPO sites in main centres, regional and regional remote areas.
- 3.3 Courier service for collection and delivery of all parcels to customers in main centres, regional and regional remote areas.
- 3.4 Postmen transportation services for postmen with their mailbags (bicycles where required) between the SAPO sites and customers in main centres, regional and regional remote areas.
- 3.5 Main Centres will be amongst others Johannesburg, Pretoria, Bloemfontein, Durban, Port Elizabeth and Cape Town.

Note:

- 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 The service provider(s) must ensure that all vehicles and drivers are compliant with all relevant Road Traffic Legislation and other legislation applicable to the specific service. SAPO will not be liable for any non-compliance.
- 4.2 All items and personnel must be transported in appropriate and closed vehicles.
- 4.3 All drivers must be professional and identifiable as a worker of the service provider at all times. They will be dealing with internal and external customers of SAPO.
- 4.4 Fuel, Toll Fees, Maintenance, replacing, servicing of vehicles and all other cost will be the responsibility of the Supplier.
- 4.5 The bidder must ensure that all driver's backgrounds, correct license type, PrDP (where applicable) and criminal records are checked regularly. Bidders to provide a quarterly report on this. Police clearance certificates must be made available to SAPO on request.

4.6 **Linehaul services regionally and nationally:**

(Linehaul Transportation services for collection and delivery of consignments/ parcels, bulk mail, pallets and mail between Sapo sites with Heavy vehicles ranging from 5 ton with tail lift to 34 ton Superlinks are required regionally and/or nationally (**refer 3.1**)

- 4.6.1 The supplier will have to collect from the different SAPO sites and deliver nationally and regionally according to the throughput time per route required which will be stipulated and agreed on in the SLA.
- 4.6.2 Route requirements and type of vehicle will be indicated on the pricing schedule
- 4.6.3 Bidders must be able to provide services regionally and/or nationally.
- 4.6.4 Bidders are required to have a minimum of one (1) year completed experience in moving of Linehaul consignments/parcels nationally and/or regionally with Heavy vehicles.
 - 4.6.4.1 The bidders must complete and submit a sign Annexure K
 - 4.6.4.2 Bidders must submit at least one (1) signed reference letter from their clients that are indicated on Annexure K (on client's company letterhead) which confirms their experience clearly indicating the period (start date and end date confirming the completed one (1) year

experience), in moving of consignments/parcels between main centres nationally and/or regionally with Heavy vehicles.

- 4.6.5 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 (a quote from the insurance will not be accepted). The bidder will have to supply proof of Public liability insurance cover within 2 weeks of receiving and accepting the award letter.
- 4.6.6 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 (a quote from the insurance will not be accepted). The bidder will have to supply proof of GIT insurance cover within 2 weeks of receiving and accepting the award letter
- 4.6.7 All vehicles must have a tracking system fitted.
- 4.6.8 Co-branding with Post Office Logo will be a requirement.

4.7 Mail and Parcel Delivery of mail items in main centres, regionally and regionally remote areas

Mail Collection and delivery service of items / consignments / parcels between the SAPO sites with Light vehicles and heavy vehicles ranging from $\frac{1}{2}$ ton to 8 ton vehicles (with taillifts) are required in main centres, regional and regional remote areas. (refer 3.2)

- 4.7.1 Bidders are required to have a minimum of one (1) year completed experience in moving of consignments/parcels.
 - 4.7.1.1 The bidders must complete and submit a sign Annexure K
 - 4.7.1.2 Bidders must submit at least one (1) signed reference letter from their clients that are indicated on Annexure K (on client's company letterhead) which confirms their experience clearly indicating the period (start date and end date confirming the completed 1 year experience), in moving of consignments/parcels.
- 4.7.2 Pick up and drop of items is required between the SAPO sites in main centres, regional and regional remote areas.
- 4.7.3 SAPO will consolidate mail in bags and label accordingly, the supplier will have to collect from the Sapo sites.
- 4.7.4 The supplier will have to collect from the different Sapo sites in regional and regional remote areas and deliver the route the same day as collected.
- 4.7.5 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 (a quote from the

insurance will not be accepted). The bidder will have to supply proof of Public liability insurance cover within 2 weeks of receiving and accepting the award letter

- 4.7.6 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 ((a quote from the insurance will not be accepted). The bidder will have to supply proof of GIT insurance cover within 2 weeks of receiving and accepting the award letter
- 4.7.7 All vehicles must have a tracking system fitted.
- 4.7.8 Co-branding with Post Office Logo will be a requirement.

4.8 Courier delivery to customers in main centres, regional and regional remote areas

Courier service for collection and delivery of all parcels with motorbikes, light vehicles and heavy vehicles ranging from a motorbike, a ½ ton up to 8 ton vehicles to customers in main centres, regional and regional remote areas. (refer 3.3)

- 4.8.1 Bidders are required to have a minimum of one (1) year completed experience in collection and door delivery of courier consignments / parcels to customers.
 - 4.8.1.1 The bidders must complete and submit a sign Annexure K
 - 4.8.1.2 Bidders must submit at least one (1) signed reference letter from their clients that are indicated on Annexure K (on client's company letterhead) which confirms their experience clearly indicating the period (start date and end date confirming the completed 1 year experience), in collection and door delivery of courier consignments / parcels to customers
- 4.8.2 Collection of items is required from the SAPO sites as well as delivery to customers in main centres, regional and regional remote areas as and when required.
- 4.8.3 The supplier will have to collect from the different SAPO sites and deliver to customers overnight in main centres and between 2-5 days in regional and regional remote areas.
- 4.8.4 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 (a quote from the insurance will not be accepted). The bidder will have to supply proof of Public liability insurance cover within 2 weeks of receiving and accepting the award letter
- 4.8.5 Bidders will be required to provide tracking information on all items. Electronic proof of delivery (POD) and lodging information must be supplied through a SAPO Application Programming Interface (API) that will allow the data to be automatically captured into SAPO's International Parcel system (IPS). The bidder needs to confirm on their letter head that they do have the API capability. If the bidder does

not have the API capability, the bidder must confirm on their letter head that they will be able to have the capability when awarded.

4.8.6 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 (a quote from the insurance will not be accepted). The bidder will have to supply proof of GIT insurance cover within 2 weeks of receiving and accepting the award letter

4.8.7 All vehicles must have a tracking system fitted.

4.8.8 Co-branding with Post Office Logo will be a requirement.

4.9 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.

- Despite the above schedule, the bidder needs to be available 24/7 as and when required

4.10 Transportation for Postmen main centres, regionally and remote areas

Transportation services for postmen with their mailbags (bicycles where required) with a 5 Seater, 7 Seater vehicle, 10 Seater vehicle or Kombi with tow hitch and trailer (where applicable for bicycles) between the SAPO branches and customers in main centres, regional and regional remote areas. (refer 3.4)

4.10.1 Bidders are required to have a minimum of one (1) year completed experience in transportation of people

4.10.1.1 The bidders must complete and submit a sign Annexure K

4.10.1.2 Bidder must submit at least one (1) signed reference letter from their clients that are indicated on Annexure K (on client's company letterhead) which confirms their experience clearly indicating the period

(start date and end date confirming the completed 1 year experience), in transportation of people.

- 4.10.2 The supplier will have to collect the postmen, mail and bicycles (on certain routes from time to time) from the different branches drop and collect them from the areas where they need to deliver items to customers in main centres, regional and regional remote areas. The size and type of the vehicle required will be indicated per route in the RFQ pricing schedule.
- 4.10.3 Vehicles and drivers used to transport postmen and mail must comply to all relevant legislation applicable with the transportation of people.
- 4.10.4 This paid service falls under the Charter service in the National transport act where the following is required but not limited to i.e.:
 - 4.10.4.1 Operating Licence (national land transport act as charter service), operating card for the vehicle, valid COF certificate and the driver must have a valid category P- Professional Driving Permit (PrDP for public transport) at all times. **The bidder must:**
 - 4.10.4.1.1 Supply a copy of the valid operating license for a vehicle (**valid at the time of submitting the bid**) in the bidding company's name. If the Operator's license is expired please provide proof that the operator's license renewal was done already. The License must be valid at the time of award of any work. OR
 - 4.10.4.1.2 If this is sub-contracted to different owner drivers or operators, and the vehicle is in the owner driver or operator's name, please supply a contract between the owner driver or operator and the bidding company. Supply a valid (**valid at the time of submitting the bid**) Operator's license in the name of the owner driver or operator (as per the contract). or
 - 4.10.4.1.2.1 If the Operator's license is expired please provide proof that the operator's license renewal was done already. The License must be valid at the time of award of any work
- 4.10.5 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 (a quote from the insurance will not be accepted). The bidder will have to supply proof of Public liability insurance cover within 2 weeks of receiving and accepting the award letter
- 4.10.6 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 (a quote from the insurance will not be accepted). The bidder will have to supply proof of GIT insurance cover within 2 weeks of receiving and accepting the award letter
- 4.10.7 All vehicles must have a tracking system fitted.
- 4.10.8 Co-branding with Post Office Logo will be a requirement.

5. Performance

- 5.1 The successful service provider/s must be available on a 24/7 basis.
- 5.2 The successful service provider/s must provide Sapo with the centralized contact person and the contact number
- 5.3 A minimum of 95% performance level per month is required on arrival times of vehicles at the relevant depots as well as handover and loading time which will be agreed on in the service level agreement.
- 5.4 In cases where the service provider fails to reach the agreed target the following penalty will be implemented to remedy such non-performance. A 5% penalty fee will be charged on the invoice for the specific trip where the failure occurred.

6. Pricing

- 6.1 Pricing will be requested from the Panel of successful bidders on a RFQ basis. Every 6 months.
- 6.2 Pricing must be an all-inclusive price and include VAT
- 6.3 Pricing for National and Regional Linehaul services will be based on a CPK (cost per kilometre) per route (**refer 4.5**)
- 6.4 Pricing for Mail consignments/items between mail centres, depots and branches will be based on a CPK (cost per kilometre) per route (**refer 4.6**)
- 6.5 Pricing for Courier will be based on a price per drop in a radius from the respective branch i.e. 50km radius, 100km radius in main centres and regional areas (**refer 4.7**)
- 6.6 Pricing for postmen will be based on a price per drop based on a radius from the respective depot i.e. the actual within 50km radius in main centres, 100km radius and more in regional and regional remote areas. (**refer 4.8**)

7. Delivery Lead Time

- 7.1 The bidder must implement and supply the service awarded to the bidder as per specification requirement within 14 working days of receiving and accepting the award letter. Failure to do so, SAPO reserve the right to award the service to the reserve bidder
- 7.2 The bidder must submit on their letterhead their required lead time to supply the service up to a maximum of 14 working days. i.e. 5 days, 7 days, 14 days.

8. Other Conditions

SAPO reserves the right to reject and/or disqualify any proposal:

- Received without all the data and information requested
- That fails to comply with the specification
- That contains any information that is found to be incorrect or misleading in anyway. Such non-complaint bids shall be rejected without further evaluation.

9. Due Diligence

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.

10. Briefing Session

A compulsory Briefing session will be held as per the date advertised on National Treasury e-tender portal.