

## ABSTRACT

This document forms part of the New Engineering Contract, **Term Services Contract 3**" Edition.

### Scope of Work

The provision of courier services for domestic NTCSA SOC LTD on as and when required basis for a period of three (3) years.

Document History			
Rev.	Date	Preparer	Changes

Document Approval			
Action	Function	Designate	Signature

## APPENDIX 1

### SCOPE OF WORK

The provision for domestic courier services for NTCSA SOC Ltd on as and when required basis for a period of three (3) years.

### DEFINITIONS AND TERMINOLOGY

SAEPA	Valid South Africa Express Parcel Association (SAEPA) Certificate
DGR	Dangerous Goods
Service Provider	The successful bidder who is awarded the contract to supply, maintain and administer the required and specified services to NTCSA.
SDL&I	Supplier Development Localization and Industrialisation
NEC	New Engineering Contract
Customer Network Centre	The location whereby the public can access services directly
Power Station	Power plant where electricity is generated

### ABBREVIATIONS AND DESCRIPTIONS

SAEPA	Valid South Africa Express Parcel Association (SAEPA) Certificate
DGR	Dangerous Goods
NEC	New Engineering Contract
POD	Proof of Delivery
CNC	Customer Network Centre
SDL&I	Supplier Development and Localization
PO	Purchase Order
SLA	Service Level Agreement

## 1. INTRODUCTION

Courier Services have become imperative due to the increased usage and continuous request for the service in the business. NTCSA requires the provision of domestic courier services for all NTCSA sites on an as and when required basis.

## 2. BACKGROUND

Courier services are considered strategic because of the continuous request for the service and the increased volumes observed in the previous years.

## 3. EMPLOYER'S REQUIREMENTS FOR THE SERVICE

The Provision of Domestic Courier Services for NTCSA on an as and when required base and for a period of three (3) years, collecting and delivery of items to and from all NTCSA offices for the following service options (please provide those applicable to your company if different):

- Same day delivery
- Overnight late delivery (after 13h00)
- Overnight early delivery (by 11h00)
- Economy (2-3 days)
- Weekends and Holidays
- Domestic Bulk Cargo
- Specialised Services including.
- Tender Collections
- Mail room
- Sample deliveries
- Technical equipment
- Invoice delivery

The contractor is expected to adhere to the following services regarding collection and delivery:

- NTCSA office hours are 08h00-17h00, Monday to Friday, therefore the standard price list applies
- Daily collections and delivery at any time at all Eskom and NTCSA sites during office hours
- Collect and Deliver items timeously as prescribed by the end user
- Offer Weekends and Public holiday delivery and collections as prescribed by the end user
- Supplier proof of delivery is required for every item couriered
- Supply printed waybills on a monthly basis
- Offer a speedy and reliable service
- Provide assistance with customer enquiries for goods in transit
- The courier is responsible for ensuring that appropriate insurance coverage is in place for all deliveries covered by this contract.

The services options should cover all domestic routes NTCSA and Eskom offices throughout the 9 provinces of South Africa.

## 4. COURIER MANDATORY REQUIREMENTS

The following are the minimum requirement for the courier service i.e.

- Valid South Africa Express Parcel Association (SAEPA) Certificate
- National Business Footprints and Telephone Numbers
- Proof of Physical Address for potential site inspection purposes.
- Valid Calibrated Scale(s) Certificate.

#### 5. THE SUPPLIER WILL BE EXPECTED TO PERFORM THE FOLLOWING ACTIVITIES

- Equipped and compliant warehouse with fitted DGR cage.
- Provide detailed description of technology used e.g. software, Real time parcel tracking system, real-time scanners, continuous vehicle tracking, on-board cameras etc.
- System should provide real-time Internet tracking of all parcels (domestic & International) with one tracking number from source to destination
- System should provide system generated waybills based on individual parcel Identification
- System should provide pre-printed waybills as well as labels for thermal printers
- System should provide a pre-alert notification for national & international consignees
- Provide monthly invoices and statements per account per category/department in electronic and hard copy, accompanied by POD and other supporting documents.
- System should provide detailed reporting in the event of parcels/bags being lost in transit - via pick-up codes
- System should provide annual, monthly, weekly and daily reports indicating total deliveries and non-deliveries with reasons
- The system must provide a flat file daily with events of the progress of all parcels for the previous day
- Provide samples of system generated reports e.g. Management reports to measure compliance with SLA, incident / deviation reports, proof of delivery / collection reports etc
- Ability to view/print signed POD online
- User order submission notification with barcoded waybill number (system generated)
- Collection and delivery email/sms notification to clients
- Secure website for security purposes.
- Ability to view invoices, paid and overdue online
- Ability to accept or reject ingenerated tracking numbers for security purposes.
- Ability to track with tracking number, reference, PO, origin /destination/email address/description.
- Web-based or self-service order entry/collection requests
- Couriers/drivers to utilise mobile scanners.
- Ability to auto generate tracking number and barcode.
- Ability to track min. 4 year, max 5-year-old / archived tracking number
- Immediate online POD with both signatures (sender and receiver)
- Customers or end users can print waybills online
- Ability for customers to modify their accounts details.
- Tracking: ability to change service level and tracking numbers whilst in transit and be able to notify clients.
- Ability to notify clients during re-weighing processes and attach picture
- Ability to Work Offline (without a network connection)
- Allow customers to view the status of their shipments through Customer Web Portal.

- Customers can view a multitude of shipment-related information in real-time.
- the status of an order
- the assigned driver
- the recipient
- the drop off time
- and other proof of delivery information, including the recipient's signature.
- Real-Time access to all shipment data.
- Provision of web address and name of operating system.
- Minimum of three recent reference letters to be provided from customers to which the tenderer has provided or is providing services that are substantially similar to the service required.

## 6. INVOICING AND PAYMENT

### 6.1 Invoicing and Payment Process

- Monthly tax invoices should be provided in PDF format via email to NTCSA SOC Limited.
- Payments for the duration of this contract will be affected by any means available to NTCSA SOC Limited.
- No NTCSA vehicle should be withheld by the supplier due to delayed payment of invoices.
- NTCSA will pay for the delivery of vehicles as per negotiations outcome.