

**PART A
INVITATION TO BID**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE COMMUNITY SCHEMES OMBUD SERVICE					
BID NUMBER:	RFQ005-2025	CLOSING DATE: 05 February 2025		CLOSING TIME:	12h00
DESCRIPTION	THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE PROVISION OF COURIER SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICES FOR A PERIOD OF TWO (2) YEARS				
BID RESPONSE DOCUMENTS MAY BE EMAILED TO THE BELOW (EMAIL ADDRESS)					
quotations3@csos.org.za					
BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO			TECHNICAL ENQUIRIES MAY BE DIRECTED TO:		
CONTACT PERSON	Xoliswa Khoza		CONTACT PERSON	Lindi Sibiya	
TELEPHONE NUMBER	(010) 593 0533		TELEPHONE NUMBER	(010)593 0533/ 066 302 5975	
FACSIMILE NUMBER			FACSIMILE NUMBER		
E-MAIL ADDRESS	quotations3@csos.org.za		E-MAIL ADDRESS	Lindi.Sibiya@csos.org.za	
SUPPLIER INFORMATION					
NAME OF BIDDER					
POSTAL ADDRESS					
STREET ADDRESS					
TELEPHONE NUMBER	CODE		NUMBER		
CELLPHONE NUMBER					
FACSIMILE NUMBER	CODE		NUMBER		
E-MAIL ADDRESS					
VAT REGISTRATION NUMBER					
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		OR	CENTRAL SUPPLIER DATABASE No:	MAAA
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	TICK APPLICABLE BOX] ☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT		[TICK APPLICABLE BOX] ☐ Yes ☐ No
[A DETIALED CSD REPORT REFLECTING EME OR QSE 51% OR MORE BLACK OWNERSHIP FOR AT LEAST ONE OF THE DESIGNATED GROUPS MUST BE SUBMITTED IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR SPECIFIC GOALS]					
ARE YOU THE ACCREDITED REPRESENTATIVE IN SOUTH AFRICA FOR THE GOODS /SERVICES /WORKS OFFERED?	☐ Yes ☐ No [IF YES ENCLOSE PROOF]		ARE YOU A FOREIGN BASED SUPPLIER FOR THE GOODS /SERVICES /WORKS OFFERED?		☐ Yes ☐ No [IF YES, ANSWER PART B:3]
QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS					

IS THE ENTITY A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?

☐ YES ☐ NO

DOES THE ENTITY HAVE A BRANCH IN THE RSA?

☐ YES ☐ NO

DOES THE ENTITY HAVE A PERMANENT ESTABLISHMENT IN THE RSA?

☐ YES ☐ NO

DOES THE ENTITY HAVE ANY SOURCE OF INCOME IN THE RSA?

☐ YES ☐ NO

IS THE ENTITY LIABLE IN THE RSA FOR ANY FORM OF TAXATION?

☐ YES ☐ NO

IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN IT IS NOT A REQUIREMENT TO REGISTER FOR A TAX COMPLIANCE STATUS SYSTEM PIN CODE FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) AND IF NOT REGISTER AS PER 2.3 BELOW.

PART B
TERMS AND CONDITIONS FOR BIDDING

1. BID SUBMISSION:

- 1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION.
- 1.2. **ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) OR IN THE MANNER PRESCRIBED IN THE BID DOCUMENT.**
- 1.3. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT, 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2022 THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.
- 1.4. **THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (SBD7).**

2. TAX COMPLIANCE REQUIREMENTS

- 2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS.
- 2.2 BIDDERS ARE REQUIRED TO SUBMIT THEIR UNIQUE PERSONAL IDENTIFICATION NUMBER (PIN) ISSUED BY SARS TO ENABLE THE ORGAN OF STATE TO VERIFY THE TAXPAYER'S PROFILE AND TAX STATUS.
- 2.3 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) PIN MAY BE MADE VIA E-FILING THROUGH THE SARS WEBSITE WWW.SARS.GOV.ZA.
- 2.4 BIDDERS MAY ALSO SUBMIT A PRINTED TCS CERTIFICATE TOGETHER WITH THE BID.
- 2.5 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED; EACH PARTY MUST SUBMIT A SEPARATE TCS CERTIFICATE / PIN / CSD NUMBER.
- 2.6 WHERE NO TCS IS AVAILABLE BUT THE BIDDER IS REGISTERED ON THE CENTRAL SUPPLIER DATABASE (CSD), A CSD NUMBER MUST BE PROVIDED.
- 2.7 NO BIDS WILL BE CONSIDERED FROM PERSONS IN THE SERVICE OF THE STATE, COMPANIES WITH DIRECTORS WHO ARE PERSONS IN THE SERVICE OF THE STATE, OR CLOSE CORPORATIONS WITH MEMBERS PERSONS IN THE SERVICE OF THE STATE."

NB: FAILURE TO PROVIDE / OR COMPLY WITH ANY OF THE ABOVE PARTICULARS MAY RENDER THE BID INVALID.

SIGNATURE OF BIDDER:

CAPACITY UNDER WHICH THIS BID IS SIGNED:
(Proof of authority must be submitted e.g., company resolution)

DATE:

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**



**TERMS OF REFERENCE THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST
WITH THE PROVISION OF COURIER SERVICES TO THE COMMUNITY SCHEMES OMBUD
SERVICES FOR A PERIOD OF TWO (2) YEARS.**

JANUARY 2025

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

1. TERMS AND CONDITIONS

This Request for Proposal (RFP) has been compiled by the CSOS and is made available to Bidders subject to the following terms and conditions, which Bidders are deemed to acknowledge and accept:

- 1.1 A Bid submitted in response to this RFP will constitute a binding offer that will remain binding and irrevocable for a period of one hundred and twenty (120) days from the date of submission to the CSOS.
- 1.2 Unless or until a binding contract is concluded between the CSOS and the successful Bidder, the offer constituted by the Bid will be deemed not to have been accepted and no agreement will be deemed to be reached with any Bidder.
- 1.3 The CSOS reserves the right to amend, modify, withdraw, or terminate this RFP or any of the requirements set out herein at any time (and from time to time), without prior notice and without liability to compensate or reimburse any Bidder or person.
- 1.4 Should this RFP be amended, the CSOS undertakes to publicize or send each Bidder in writing the amended RFP. No oral amendments by the Bidder or the CSOS shall be considered.
- 1.5 It is compulsory for a Bidder submitting a bid to be registered on the National Treasury's Central Supplier Database ("the CSD") and ensure that it remains registered for the duration of the services and/or contract, if successful.
- 1.6 The Bidder needs to ensure that it is tax compliant at the time of submitting its Bid and remains tax compliant for the duration of the contract and/or services, if successful, and undertakes to provide supporting documentation issued by the South African Revenue Services ("SARS") confirming it is tax compliant upon request by the CSOS.
- 1.7 The CSOS reserves the right to conduct site inspections or call for supporting documentation in order to confirm any information provided by a Bidder in its response to this Bid.
- 1.8 This RFP is not intended to form the basis of a decision to enter into any transaction with the CSOS and does not constitute an offer or recommendation to enter into such transaction, or an intention to enter into any legal relationship with any person.
- 1.9 Neither the CSOS nor any of its respective directors, officers, employees, agents, representatives, or advisors will assume any responsibility for any costs or expenses incurred by any party in or associated with preparing or submitting a Bid in response to this RFP.

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

- 1.10 No entity or associated entities may be involved, whether directly or indirectly, in more than one Bid in response to this RFP. Failure to comply with this requirement may, within the sole discretion of the CSOS, result in disqualification of both entities.
- 1.11 Any material changes in the control and/or composition of any Bidder or any core member of a Bidder after submission of a Bid must be brought to the attention of the CSOS Supply Chain Management ("SCM") Section in writing. The CSOS shall be the sole arbiter as to what constitutes a material change in the control and/or composition of any Bidder and may in its sole discretion disqualify the Bidder from any further participation in the bid process.
- 1.12 Any requirement set out in this RFP which stipulates the form and/or content of any aspect of a Bid is stipulated for the sole benefit of the CSOS, and unless the contrary is expressed, may be waived by the CSOS in its sole discretion at any stage in the bid process.
- 1.13 The CSOS and its advisors shall rely on a Bid as being accurate and complete in relation to the information and proposals provided therein by the Bidders.
- 1.14 All Bids submitted to CSOS shall become the property of the CSOS and will not be returned to the Bidders. The CSOS will make all reasonable efforts to maintain the information contained in proposals confidentially.
- 1.15 A Bid submitted by the Bidder shall be considered non-responsive if it shows any omissions or irregularities of any kind. However, the CSOS reserves the right to waive any aspect of non-responsiveness and to make an award in the best interest of the organization provided that any such waiver shall be applied consistently across all Bidders.
- 1.16 The CSOS reserves the right to accept or reject in part or whole any submitted bid.
- 1.17 The CSOS reserves the right to require a Bidder to provide a formal presentation of its RFP at a date and time to be determined by the CSOS. The CSOS shall provide adequate instructions and clarification regarding the purpose and scope of the presentation. All expenses shall be borne by the Bidder.
- 1.18 In this RFP, the words "service provider", "supplier" will be used interchangeably to refer to the Bidder.
- 1.19 All costs associated with the preparation and submission of the Bid remain the responsibility of the Bidder. The costs shall not be chargeable to the CSOS by the successful or unsuccessful Bidder.
- 1.20 All Bids must be formulated and submitted according to the requirements of this RFP.
- 1.21 Bids received after the closing date and time as specified in this RFP shall be rejected.

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

- 1.22 The CSOS is not obliged to appoint a bidder with the lowest price, if, based on its sole discretion and assessment, the said bidder does not exhibit or demonstrate adequate capacity or full comprehension of the scope of work to be undertaken. In this regard, CSOS may appoint the second-ranked bidder provided that the reasons for such deviation are properly justified and accurately recorded

2. INTRODUCTION

2.1. The Community Schemes Ombud (“CSOS”) Service is established in terms of the Community Scheme Ombud Service Act, 2011 (Act 9 of 2011) to regulate the conduct of parties within community schemes and to ensure their good governance. To deliver on its mandate, key amongst the priorities of the organization are to:

- establish a world-class dispute resolution service within community schemes characterized by organizational excellence and a conducive organizational culture;
- promote good governance of community schemes by developing and implementing appropriate guidelines to enhance stability and harmonious relations amongst the parties;
- roll-out massive educational campaigns to educate and train stakeholders within community schemes and the public at large;
- enhance community schemes tenure as an alternative tenure option; and
- develop and implement appropriate organizational systems, controls, and measures to enhance financial, economic, and organizational efficiency.

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

3. PROJECT BACKGROUND

- 3.1. The CSOS is a public entity with a staff complement of approximately 152 employees. The organization has projected a growth of additional regional and satellite offices in the next three (3) years based on its stakeholder and operational accessibility needs.
- 3.2. Because of its national footprint, the CSOS sends documents and items to various destinations within South Africa.
- 3.3. It is in this regard that a service provider to offer courier services is required.

4. PURPOSE OF THIS REQUEST FOR PROPOSAL

- 4.1 The purpose of the Request for Proposal is to assist with the provision of courier services to the Community Schemes Ombud Services for a period of three (3) years.

5. SCOPE OF WORK

- 5.1 The service provider must collect packages and documents from the sender or designated collection points and deliver them to the recipient's address or designated delivery points.
- 5.2 Must have the ability to deliver nationally/internationally and access remote areas.
- 5.3 The service provider will be required to provide same-day, overnight, public holidays and weekend courier services as and when required.
- 5.4 Collect, deliver and distribute parcels/letters to different stakeholders, institutions, and individuals in and around South Africa and internationally.
- 5.5 Ensure that all parcels/documents are collected and delivered to the intended recipient, within the stipulated time frames.
- 5.6 Upon delivery, ensure that the intended recipient indicates his /her full name, signature, and telephone number on the waybill.
- 5.7 Furnish proof of delivery of parcels/documents to the CSOS, with the required level of detail, monthly.
- 5.8 Provide an active or live tracking system which provides details on the parcel or documents' whereabouts.

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

- 5.9 Provide in-transit insurance/ public liability insurance, for a minimum of R5 000 000 to cover risks associated with damages/breakage and loss of goods/parcels.
- 5.10 Provide the CSOS with all materials to be used when requesting or rendering the services, including but not limited to, waybills and packaging materials.
- 5.11 Provide CSOS with a dedicated account manager/personnel to ensure effective and efficient management of the contract.
- 5.12 Provide a contactable customer services helpline.
- 5.13 Attend to urgent deliveries within the stipulated timelines which will be captured on the contract.
- 5.14 Must make a reasonable number of delivery attempts before returning the package to the sender.
- 5.15 The successful bidder will be required to comply with all applicable legislation including:
- Postal Services Act (Act No.124 of 1998)
 - Postal Services Amendment Act (No 25 of 2002)
 - Consumer Protection Act (Act no 68 of 2008)
 - Occupational Health and Safety Act (Act 85 of 1993)
 - Compensation for Occupational Injuries and Diseases Act (Act 130 of 1993)
- 5.16 Registration with the South African Express Parcel Association (SAEPA) or any equivalent courier services regulatory body in South Africa.
- 5.17 Provide an Operational Plan, demonstrating, the following: *(the list is not exhaustive)*
- 5.17.1 Regional hubs for sorting, routing and dispatching packages;
- 5.17.2 Delivery centres responsible for final-mile delivery to customers;
- 5.17.3 Fleet management
- 5.17.4 Technology and Systems
- 5.17.5 Warehouse Management System (WMS) for managing inventory, tracking packages and Optimising storage.
- 5.17.6 Transportation Management System (TMS) – Optimising routes, managing logistics and reducing costs
- 5.17.7 Safety and Security
- 5.17.8 Customer service

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5.17.9 Quality Management

5.17.10 Human resources

6. PROJECT DELIVERABLES

- 6.1 The successful bidder will be required to provide courier services as outlined in the scope and deliverables above.
- 6.2 The sub-contracting of the courier services will not be allowed.

7. EVALUATION

- 7.1 The bid will be evaluated in two phases, namely:
 - 7.1.2 Phase 1: Functionality
 - 7.1.3 Phase 3: Price and preference points
- 7.2 To facilitate a transparent selection process that allows an equal opportunity to all bidders, CSOS has a Supply Chain Management policy that will be adhered to.
- 7.3 Proposals will be evaluated in terms of the prevailing Supply Chain Management policy applicable to CSOS and it should be noted that proposals will be assessed using the 80/20 formula (preference points system) for Price and specific goals as per the 2022 PPPFA Regulations.
- 7.4 Bidders must comply with the mandatory requirements to be evaluated further on functionality.
- 7.5 Bidders need to meet the minimum threshold of 65% and failure to, will be deemed non-responsive and as such will be rejected for further consideration.
- 7.6 Bidders that meet the minimum threshold of 65% will be evaluated further on price and specific goals.
- 7.7 The bidder must provide all the necessary information and proof for each of these requirements in this regard as well as detailed curriculum vitae of the persons to be allocated to this project.
- 7.8 Failure to supply all the required and supplementary information will result in the tender being deemed non-responsive and therefore the proposal will not be considered for award.
- 7.9 Bidders may be requested to submit any additional information required by the CSOS.

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- 7.10 Proposals will be evaluated based upon, but not limited to, in no particular order:
- Compliance with the RFP document, including the provision of all information requested in this RFP.
 - Demonstrated ability to provide services and expertise as listed in this RFP.
 - Qualifications, experience, and in particular those staff proposed to be generally handling the contract.
 - Reference checks

8. RETURNABLE DOCUMENTS

8.1 SUPPLY CHAIN MANAGEMENT COMPLIANCE REQUIREMENTS

Bidders must comply with the following compliance requirements.

DOCUMENTS REQUIRED	SUBMITTED Y/N
Valid B-BBEE certificate issued by an accredited SANAS verification agency /Sworn Affidavit signed by the EME/QSerepresentative and attested by a Commissioner of Oath /B-BBEEcertificate issued by the Companies and Intellectual Property Commission (CIPC).	
Proof of registration on the National Treasury Central Supplier Database (provide full detailed CSD report).	
Valid tax PIN/Tax compliance letter	
Fully completed SBD Documents (1, 3.3, 4 and 6.1).	

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE PROVISION OF COURIER SERVICES.

9. TECHNICAL EVALUATION CRITERIA.

10.1.1 Bidders will be disqualified if they fail to meet the minimum threshold of **65%** for functionality criteria and are not further evaluated on price and specific goals. The service provider bidder should demonstrate the following:

#	FUNCTIONALITY EVALUATION	REQUIREMENTS		WEIGHT
1.	Proof of registration with the South African Express Parcel Association (SAEPA) or any equivalent courier services regulatory body in South Africa.	Proof of registration with the South African Express Parcel Association (SAEPA) or any equivalent courier services regulatory body in South Africa.	• Proof of registration with the South African Express Parcel Association (SAEPA) or any equivalent courier services regulatory body in South Africa. = 5 Points • No Proof of registration with the South African Express Parcel Association (SAEPA) or any equivalent courier services regulatory body in South Africa. = 0 point	15
2.	Public Liability	Proof of public liability insurance or letter of intent - a minimum of R2 million)	• Proof of public liability insurance or letter of intent - a minimum of R2 million = 5 points • No Proof of public liability insurance or letter of intent - a minimum of R2 million) = 0 point	20

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE PROVISION OF COURIER SERVICES.

3.	Reference letters	The bidder must provide reference letters on a client's letterhead, providing courier services. The reference letters must be dated, signed and have contactable details.	• One (1) or no reference letter - 0 points. • Two (2) reference letters -1 point • Three (3) reference letters – 2 points. • Four (4) reference letters – 3 points • Five (5) reference letters- 4 points • Six (6) and more reference letters- 5 points	30
4.	Operational Plan	The Operational Plan must demonstrate, the following: 1. Regional hubs for sorting, routing and dispatching packages; 2. Delivery centers responsible for final-mile delivery to customers; 3. Fleet management 4. Technology and systems 5. Warehouse Management System (WMS) for managing inventory, tracking packages and Optimising storage. 6. Transportation Management System (TMS) – Optimising routes, managing logistics and	• Plan not submitted or plan submitted not in line with the 10 requirements of an operation plan. – 0 points • A detailed operational plan, an operational plan clearly outlines one (1) to two (2) stipulated points covered - 1 point • A detailed operational plan, operational plan clearly outlines three (3) to five (5) stipulated points covered - 2 points • A detailed operational plan, operational plan clearly outlines six (6) to eight (8) stipulated points covered - 3 points • A detailed operational plan: The	35

TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE PROVISION OF COURIER SERVICES.

		reducing costs 7. Safety and security 8. Customer service 9. Quality Management 10. Human resources (capacity of the company)	operational plan clearly outlines seven (7) to nine (9) stipulated points covered - 4 points • A detailed operational plan, operational plan clearly outlines all ten (10) requirements with all the stipulated points covered - 5 points	
	Minimum functionality score			65%
	Total points			100

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

11 PRICING & SPECIFIC GOALS

11.1 Pricing Instructions.

11.1.1 All pricing must be in South African Rands and fixed for the contract duration.

CRITERIA	SUB CRITERIA	SUBSTANTIATION	WEIGHTING/POINTS
Price	Detailed budget breakdown	Pricing schedule on SBD 3.3	80
Specific goals	CSD report reflecting that company is at least 51% or more black-owned by the below-designated group: • EME or QSE owned by 51% or more black person women. • EME or QSE owned by 51% or more black person youth. • EME or QSE owned by 51% or more black persons living with a disability. • EME or QSE owned by 51% or more black person who is military veteran. • EME or QSE owned by 51% or more black people living in rural or underdeveloped areas or townships. • EME or QSE owned by 51% or more black people. • EME or QSE is owned by 51% or more black people in general, with a focus in order of priority on Africans, Indians, and Coloureds.	Detailed (Full Registration) CSD Report	20 Bidders will claim points as per SBD6.1
Total Points for Price and Specific Goals			100

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

11.2 PRICING SCHEDULE:

11.2.1 All bidders should provide a pricing schedule indicating their rates to be charged as per the pricing schedule below:

Item	Service	Notes	Charge per KG (Year 1)	Charge per KG (Year 2)
1	Domestic: Same-day Express	Major Centres (Metropolitan sites)		
2	Domestic: Same-day Express	Regional/outlying areas		
3	Domestic: Overnight Express	Major Centres (Metropolitan sites)		
4	Domestic: Overnight Express	Regional/outlying areas		
5	Domestic: 1-3 days Express	Major Centres (Metropolitan sites)		
6	Domestic: 1-3 days Express	Regional/outlying areas		
	TOTAL (VAT INCLUSIVE)			

Signature (Bidder)

Date

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE
PROVISION OF COURIER SERVICES.**

11. DURATION OF THE CONTRACT

- 11.1 The contract duration is for a period of twenty-four (24) months and shall commence on the date of the signing the Service Level Agreement.

12. PROJECT MANAGEMENT RESPONSIBILITY

- 12.1 The CSOS Project Manager's responsibilities will include:
- 12.1.1 Providing the service provider with all appropriate advice and information pertinent to the success of this project as well as assisting in setting up meetings with key management staff.

13. SUPPLIER DUE DILIGENCE

- 13.1 CSOS reserves the right to conduct supplier due diligence prior to the final award or at any time during the contract period.

14. RESPONSE FORMAT (SUBMISSION OF PROPOSALS)

- 14.1 The proposals must be submitted in the prescribed format. Standard bidding documents attached with Terms of Reference must be completed in full.
- 14.2 The bidder(s) are required to submit one (1) original copy of the bid document.

15. LATE BIDS

- 15.1 Bids received after the closing date and time, at the address indicated in the bid documents, will not be accepted for consideration and where practicable, be returned unopened to the bidder(s).

16. COUNTER CONDITIONS

- 16.1 Bidders' attention is drawn to the fact that amendments to any of the Bid Conditions or setting of counter conditions by Bidders or qualifying any Bid Conditions will result in the invalidation of such bids.

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PROVISION OF COURIER SERVICES.**

17. FRONTING

- 17.1 The government supports the spirit of Broad-Based Black Economic Empowerment and recognizes that real empowerment can only be achieved through individuals and businesses conducting themselves in accordance with the Constitution and in an honest, fair, equitable, transparent, and legally compliant manner. Against this background, the Government condemns any form of fronting.
- 17.2 The Government, in ensuring that bidders conduct themselves in an honest manner will, as part of the bid evaluation processes, conduct, or initiate the necessary inquiries/investigations to determine the accuracy of the representation made in bid documents. Should any of the fronting indicators as contained in the Guidelines on Complex Structures and Transactions and Fronting, issued by the Department of Trade and Industry, be established during such enquiry/investigation, the onus will be on the Bidder/contractor to prove that fronting does not exist. Failure to do so within a period of 14 days from the date of notification may invalidate the bid/contract and may also result in the restriction of the Bidder /contractor from conducting business with the public sector for a period not exceeding ten years, in addition to any other remedies CSOS may have against the Bidder/contractor concerned.

18. COMMUNICATION AND CONTACT DETAILS

- 18.1 A nominated official of the bidder(s) can make enquiries in writing, to the specified person, Ms. Lindi Sibiya via email: lindi.sibiya@csos.org.za or Tel: 010 593 0533 / 066 302 5975. Further information regarding Supply Chain Management matters can be sent via email to: quotations3@csos.org.za or at Tel: 010 593 0533.
- 18.2 The delegated office of CSOS may communicate with Bidder(s) where clarity is sought in the bid proposal.
- 18.3 Any communication to an official or a person acting in an advisory capacity for CSOS in respect of the bid between the closing date and the award of the bid by the Bidder(s) is discouraged.
- 18.4 All communication between the Bidder(s) and CSOS must be done in writing.

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- 18.5 Whilst all due care has been taken in connection with the preparation of this bid, CSOS makes no representations or warranties that the content of the bid or any information communicated to or provided to Bidder(s) during the bidding process is, or will be, accurate, current or complete. CSOS and its employees and advisors will not be liable with respect to any information communicated which may not be accurate, current, or complete.
- 18.6 If Bidder(s) finds or reasonably believes it has found any discrepancy, ambiguity, error, or inconsistency in this bid or any other information provided by CSOS (other than minor clerical matters), the Bidder(s) must promptly notify CSOS in writing of such discrepancy, ambiguity, error or inconsistency in order to give CSOS an opportunity to consider what corrective action is necessary (if any).
- 18.7 Any actual discrepancy, ambiguity, error, or inconsistency in the bid or any other information provided by CSOS will, if possible, be corrected and provided to all Bidder(s) without attribution to the Bidder(s) who provided the written notice.
- 18.8 All persons (including bidder(s) obtaining or receiving the bid and any other information in connection with the bid or the tendering process must keep the contents of the bid and other such information confidential, and not disclose or use the information except as required for the purpose of developing a proposal in response to this bid.

PRICING SCHEDULE
(Professional Services)

NAME OF BIDDER: **BID NO: RFQ005-2025: THE APPOINTMENT OF A SERVICE PROVIDER TO ASSIST WITH THE PROVISION OF COURIER SERVICES TO THE COMMUNITY SCHEMES OMBUD SERVICES FOR A PERIOD OF TWO (2) YEARS**

CLOSING TIME 12h00 am ON 05 February 2025.

OFFER TO BE VALID FOR 90 DAYS FROM THE CLOSING DATE OF BID.

ITEM NO <u>TAX</u>	DESCRIPTION	BID PRICE IN RSA CURRENCY INCLUSIVE OF <u>VALUE ADDED</u>
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1. Services must be quoted in accordance with the attached terms of reference.

Total cost of the assignment (R inclusive VAT)

R.....

Item	Service	Notes	Charge per KG (Year 1)	Charge per KG (Year 2)	Charge per KG (Year 3)
1	Domestic: Same-day Express	Major Centres (Metropolitan sites)			
2	Domestic: Same-day Express	Regional/outlying areas			
3	Domestic: Overnight Express	Major Centres (Metropolitan sites)			
4	Domestic: Overnight Express	Regional/outlying areas			
5	Domestic: 1-3 days Express	Major Centres (Metropolitan sites)			

6	Domestic:1-3 days Express	Regional/outlying areas			
	TOTAL (VAT INCLUSIVE)				

Signature (Bidder)

Date

The financial proposal for this assignment should cover for all assignment activities as per terms of reference

2. Period required for commencement with project after acceptance of bid _____
- 3 Are the rates quoted firm for the full period? Yes/No
4. If not firm for the full period, provide details of the basis on which Adjustments will be applied for, for example consumer price index.

Technical enquiries regarding bidding procedures may be directed to:

Lindi Sibiya
Cell phone: 066 302 5975
Tell: (010) 593 0533
E-mail address: Lindi.Sibiya@csos.org.za

Supply Chain queries may be directed to:

Xoliswa Khoza
Tell: (010) 593 0533
Email: quotations3@csos.org.za

PLEASE REFER TO THE ATTACHED TERMS OF REFERENCE FOR MORE INFORMATION.

BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State institution

2.2 Do you, or any person connected with the bidder, have a relationship

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

with any person who is employed by the procuring institution? **YES/NO**

2.2.1 If so, furnish particulars:

.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1 If so, furnish particulars:

.....

3 DECLARATION

I, _____ the _____ undersigned,
 (name).....in
 submitting the accompanying bid, do hereby make the following
 statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.4 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.5 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

- 3.6 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature Date

.....
Position Name of bidder

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).

1.2 To be completed by the organ of state

(delete whichever is not applicable for this tender).

- a) The applicable preference point system for this tender is the **80/20** preference point system.
- b) Either the **80/20 preference point system** will be applicable in this tender. The lowest/ highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
- (b) Specific Goals.

1.4 To be completed by the organ of state:

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

- 1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions; and
- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 OR 90/10 PREFERENCE POINT SYSTEMS

A maximum of 80 or 90 points is allocated for price on the following basis:

80/20	or	90/10	
$P_s = 80 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	or	$P_s = 90 \left(1 - \frac{P_t - P_{min}}{P_{min}} \right)$	

Where

- P_s = Points scored for price of tender under consideration
- P_t = Price of tender under consideration
- P_{min} = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 or 90 points is allocated for price on the following basis:

$$\begin{array}{ccc} 80/20 & \text{or} & 90/10 \\ P_s = 80 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) & \text{or} & P_s = 90 \left(1 + \frac{P_t - P_{max}}{P_{max}} \right) \end{array}$$

Where

- P_s = Points scored for price of tender under consideration
 P_t = Price of tender under consideration
 P_{max} = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

- 4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:
- 4.2. In cases where organs of state intend to use Regulation 3(2) of the Regulations, which states that, if it is unclear whether the 80/20 or 90/10 preference point system applies, an organ of state must, in the tender documents, stipulate in the case of—
- (a) an invitation for tender for income-generating contracts, that either the 80/20 or 90/10 preference point system will apply and that the highest acceptable tender will be used to determine the applicable preference point system; or
 - (b) any other invitation for tender, that either the 80/20 or 90/10 preference point system will apply and that the lowest acceptable tender will be used to determine the applicable preference point system,
- then the organ of state must indicate the points allocated for specific goals for both the 90/10 and 80/20 preference point system.

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

(Note to organs of state: Where either the 90/10 or 80/20 preference point system is applicable, corresponding points must also be indicated as such.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

The specific goals allocated points in terms of this tender	Number of points Allocated (80/20 system) (To be completed by the organ of state)	Number of points claimed (80/20 system) (To be completed by the tenderer)
1. EME or QSE owned by 51 % or more black person woman	5	
2. EME or QSE owned by 51 % or more black person youth	4	
3. EME or QSE owned by 51 % or more black person living with disability.	2	
4. EME or QSE owned by 51 % or more black person who is military veteran	2	
5. EME or QSE owned by 51 % black people living in rural or underdeveloped areas or township	3	
6. EME or QSE Co-operative owned by 51% or more black people	3	
7. EME or QSE owned by 51% or more black people in general, with focus in order of priority on africans, Indians and coloureds.	1	

DECLARATION WITH REGARD TO COMPANY/FIRM

4.3. Name of company/firm.....

4.4. Company registration number:

4.5. TYPE OF COMPANY/ FIRM

- ☐ Partnership/Joint Venture / Consortium
- ☐ One-person business/sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[TICK APPLICABLE BOX]

4.6. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS: