



an agency of the  
Department of Arts and Culture

19 MAY 2021

**TERMS OF REFERENCE**  
**Bid No: SAHRA/FAC/25/05/2021**

**THE SOUTH AFRICAN HERITAGE RESOURCES (SAHRA) INVITES SUITABLY QUALIFIED AND EXPERIENCED SERVICE PROVIDERS TO SUBMIT PROPOSALS FOR THE PROVISION OF COURIER SERVICES TO SAHRA FOR A PERIOD OF 36 MONTHS.**

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**1. PURPOSE**

- 1.1 The purpose of this advert is to appoint suitably qualified and experienced service providers for the provision of courier services to SAHRA for a period of 36 months.

**2. BACKGROUND**

- 2.1 The South African Heritage Resources Agency (SAHRA) is an agency of the Department of Sports, Arts and Culture and is the national administrative body responsible for the management and protection of South Africa's cultural heritage resources.
- 2.2 SAHRA is a statutory entity established under the National Heritage Resources Act, No 25 of 1999 and, together with the provincial heritage resources authorities, is one of the bodies that replaced the National Monuments Council. The primary objective of SAHRA is to coordinate the identification and management of the national estate which is defined as heritage resources of cultural and other significance.
- 2.3 SAHRA would like to appoint a reputable service provider for provision of Courier Services according to specifications specified under point 3 of this document.

**3. SCOPE OF THE SERVICE REQUIRED**

- 3.1 The South African Heritage Resources Agency (SAHRA) invites proposals from suitable and reputable suppliers for the provision of courier services, both national and international. SAHRA endeavours to enter into a Service Level Agreement with the successful bidder for a period of three years.



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- 3.2 It is therefore required that your organisation provide us with the details related to the provision of efficient courier services. These must include the following:
- a. Required packaging for items to be couriered.
  - b. Overnight and same day service for domestic couriers
  - c. International service
  - d. Express service for both domestic and international couriers
  - e. Weekend (Saturday/Sunday) service
  - f. Public holiday service
  - g. After hours service
  - h. Required insurance cover for items being couriered.
  - i. Delivery to all major centers and occasionally to the remote areas
  - j. Air and freight services
  - k. Reliable tracking systems to track and trace the parcels when required.
  - l. Direct contact person be available to assist with SAHRA Account.
  - m. Provide prepackaging material when requested.

3.3 In addition to the above, the bidders must provide information as specified below:

- 3.3.1 Any additional surcharges must be clearly stipulated, such as costs levied for special deliveries.
- 3.3.2 Information must be provided in terms of response time for collection of articles after a call had been logged.
- 3.3.3 The proponent is also required to furnish details relating to an efficient tracking system in order to allow SAHRA to establish particulars associated with the delivery or non- delivery of documents and parcels.
- 3.3.4 It is required that the courier company will provide related stationery and packaging such as pre-printed waybills, stickers, A3 and A4 pouches, etc.
- 3.3.5 Company must have a cost effective and competitive insurance facility to provide cover for insured documents and parcels and furnish details in this regard.

#### **4. REQUIREMENTS TO BE INCLUDED IN THE PROPOSALS**

To guarantee an objective and fair evaluation process, all proposals submitted must be in the following format, as well as per the stipulations of paragraphs 4.1 to 4.3.

##### **4.1 COMPANY ORGANISATION**

Description of your organization, its primary business activity, clients and experience (Company/organization profile).



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## 4.2 REFERENCES

It is important that three contactable references be provided, in particular of agreements with other organizations/companies to render the service in question.

## 4.3 PRICING STRUCTURE

4.3.1 Pricing should be separately itemized in terms of the categories referred to in Paragraph 3, please quote on the below only.

- a. Packaging as required for items to be couriered.
- b. Overnight and same day service for domestic couriers
- c. International service
- d. Express service for both domestic and international couriers
- e. Weekend (Saturday/Sunday) service
- f. Public holiday service
- g. After hours service
- h. Required insurance cover for items being couriered.
- i. Delivery to all major centers and occasionally to remote areas.
- j. Air and freight services

4.3.2 Failure to provide all or any part of the requested information in the required format may result in a proposal being excluded from the evaluation process.

## 5. TERMS AND CONDITIONS

- 1) All costs and expenses incurred by the potential service providers relating to their project proposal will be borne by the respective service provider. SAHRA is not liable to pay such costs and expenses or to reimburse or compensate service providers in the process under any circumstances, including the rejection of any proposal or the cancellation of this project.
- 2) SAHRA reserves the right to request new or additional information regarding each bidder and any individual or other persons associated with its proposal.
- 3) SAHRA may require responsive bidders to present and discuss their proposals in person.
- 4) SAHRA reserves the right not to make any appointment from the proposals submitted.
- 5) Bidders shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.
- 6) Bidders are required to declare any conflict of interest they may have in the transaction for which the bid is submitted or any other potential conflict of interest. It is compulsory that bidders declare their conflict of interest through completion of the relevant attached forms.



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- 7) SAHRA reserves the right to not give any further consideration to any bid where such a conflict of interest exists or where such potential conflict of interest may arise.
- 8) Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 9) The bid offers and proposals should be valid and open for acceptance by SAHRA for a period of 120 days from the date of submission.
- 10) Bidders are advised that submission of a proposal gives rise to no contractual obligations on the part of SAHRA.
- 11) SAHRA reserves the right not to award the bid to the bidder that scores the highest points.
- 12) Disputes that may arise between SAHRA and a bidder must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 13) In addition to adherence to the specific terms and conditions of proposals as provided in this document, the bidder shall be bound by the provisions of the General Conditions of Contract attached hereto, an original signed copy of which must be submitted together with all other bid documentation.
- 14) All returnable bid documents must be completed in full and submitted together with the bidder's proposal. Should the returnable documents not be completed, the bid will not be considered any further.
- 15) The successful bidder will be subject to the supplier clearance process as prescribed by the National Treasury. This process includes the verification of a supplier and its shareholders/directors/members' status on the list of defaulters and restricted suppliers.
- 16) The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, client management etc, including at least three references from companies, to whom the service provider has supplied the same service.
- 17) After the successful service provider has received the purchase order, they must be able to deliver in full compliance with South African approved standards and in compliance to the specifications provided.



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## 6. RETURNABLE DOCUMENTS

- a. SBD 1 Invitation to BID
- b. SBD 2 Tax Clearance Requirements
- c. SBD 3 Pricing Schedule
- d. SBD 4 Declaration of Interests form.
- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. General Conditions of Contract
- g. SBD 8 Declaration of Bidder's Past Supply Chain Management Practices.
- h. SBD 9 Certificate of Independent Bid Determination.
- i. The proposal must include a company profile/ organization profile, comprising a description of the organization of the bidder, its primary business activity, clients experience, management etc

**NB: Failure to submit completed returnable forms as mentioned above may disqualify your quotation.**

## 7. ANTICIPATED TIME SCHEDULE AND PROCESS

<b>Request for Quotations Issued</b>	e-tender/ website	01 June 2021
<b>Closing Date</b>	BIDs submitted to SAHRA	25 June 2021

## 8. EVALUATION CRITERIA

a) All proposal offers received shall be evaluated based on the following phase out approach:

- **Phase one:** Compliance to the terms of reference and conditions of the tender. Failure to meet any of the conditions of the tender will automatically disqualify your tender on this phase.
- **Phase Two:** Prequalification criteria: Functionality Criteria

No.	Criteria	Weight
1	<p>Proven relevant track record/experience in Courier Services.</p> <p>10&gt; References = 5 Points            8 - 9 References = 4 Points            5 – 7 References = 3 Points            2 – 4 References = 2 Points            1 Reference = 1 Points</p> <p>Provide contactable references be provided, in particular of agreements with other organizations/companies to render the service in question</p>	50



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No.	Criteria	Weight
2	<p>Tracking mechanisms</p> <p>Tracking systems utilized by the service provider to facilitate bookings, consignment monitoring and tracking, and periodical reporting used by the service provider to ensure excellent courier services.</p> <ul style="list-style-type: none"> <li>• Comprehensive mechanisms with ability to make electronic bookings, automated consignment monitoring and tracking, and periodical reporting (weekly or monthly) system = <b>5 Points</b></li> <li>• Adequate mechanism to make manual (telephonic, email) bookings mechanism, consignment monitoring and tracking, and periodical reporting system = <b>3 Points</b></li> <li>• Manual (only telephonic) bookings mechanism, consignment monitoring and tracking, and periodical reporting system = <b>1 Point</b></li> </ul> <p>A summary of the tracking mechanism must be submitted.</p>	50
	<b>Total:</b>	<b>100</b>

**A bidder must obtain a minimum of 60 points on the prequalification phase in order to progress to the next phase. Failure to obtain 60 points will render your proposal nonresponsive.**

- **Phase three:** preference points for Broad-Based Black Economic Empowerment (BBBEE) Status Level of Contribution (80/20 preference points system), where 80 points are allocated to price, and 20 points are allocated to BBBEE status level as follows;

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12



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<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (80/20 system)</b>
5	8
6	6
7	4
8	2
Non-compliant contributor	0

#### 10. Price (Vat included)

80 Points for price will be awarded with reference to the total fixed proposal amount inclusive of VAT. The service provider with the lowest price shall score the maximum 80 points.

Bidders are requested to provide a proposal with a clear break down of costs where applicable.

#### 11. SUBMISSION OF BIDS

Bids must be submitted in a sealed envelope, marked as confidential and for the attention of **Supply Chain Management – Ms. Ayanda Mkhize**

**Bid No: SAHRA/FAC/25/05/2021**

**Project Name: Courier Services to SAHRA For A Period Of 36 Months**

**BIDS must be placed in the Tender Box located at:**

**SAHRA's Head Office  
111 Harrington Street,  
Cape Town  
8001**

SAHRA takes no responsibility for mailed tender documents. It is the onus of the service provider to ensure that the document is placed in the Tender Box before closing date and time.



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## 12. CLOSING DATE AND TIME

**CLOSING DATE: 25 JUNE 2021 AT 11H00 – NO LATE BIDS WILL BE ACCEPTED.**

## 13. For technical information, please contact:

Ms. Ntombozuko Mphambani  
Acting Executive Officer -Corporate Services  
South African Heritage Resources Agency  
111 Harrington Street  
Cape Town  
8000  
Tel: 021 462 4502  
Email: [nmphambani@sahra.org.za](mailto:nmphambani@sahra.org.za)

## For Supply Chain related enquiries, please contact:

Ms Ayanda Mkhize  
Supply Chain Management  
South African Heritage Resources Agency  
111 Harrington Street  
Cape Town  
8000  
Tel: 021 462 4502  
Email: [AMkhize@sahra.org.za](mailto:AMkhize@sahra.org.za)