



SOUTH AFRICAN HERITAGE RESOURCES AGENCY

TERMS OF REFERENCE

SAHRA/PFU/COR/11/2024

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



1. PURPOSE

The South African Heritage Resources Agency (SAHRA) invites suitably qualified and experienced service providers to submit quotations 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 AND SERVICES 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.
- 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.
- l. Delivery to all major centres 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 pre-packaging 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 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 preprinted 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).

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 OF PROPOSALS

- 5.1 All costs and expenses incurred by potential service providers relating to their project proposal will be borne by each 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.
- 5.2 While SAHRA endeavors to ensure that all information provided to all potential service providers is accurate, it makes no warranty as to the accuracy or completeness of any information provided by it.
- 5.3 SAHRA reserves the right to waive deficiencies in project proposals. The decision as to whether a deficiency will be waived or will require the rejection of a project proposal will be solely within the discretion of SAHRA.
- 5.4 SAHRA reserves the right to request new or additional information regarding each service provider and any individual or other persons associated with its project proposal.
- 5.5 SAHRA reserves the right not to make any appointment from the proposals submitted.
- 5.6 Service providers shall not make available or disclose details pertaining to their project proposal with anyone not specifically involved, unless authorized to do so by SAHRA.
- 5.7 Service providers shall not issue any press release or other public announcement pertaining to details of their project proposal without the prior written approval of SAHRA.



- 5.8 Service providers are required to declare any conflict of interest they may have in the transaction for which the tender is submitted or any potential conflict of interest. SAHRA reserves the right not to consider further any proposal where such a conflict of interest exists or where such potential conflict of interest may arise.
- 5.9 Any and all project proposals shall become the property of SAHRA and shall not be returned.
- 5.10 The proposals should be valid and open for acceptance by SAHRA for a period of 90 days from the date of submission.
- 5.11 Service providers are advised that submission of a project proposal gives rise to no contractual obligations on the part of SAHRA.
- 5.12 SAHRA reserves the right not to accept any proposal which does not comply with the TERMS OF REFERENCE and conditions set out in the proposal documents.
- 5.13 SAHRA reserves the right not to award, or not award the proposal to the service provider that scores the highest points.
- 5.14 Disputes that may arise between SAHRA and a service provider must be settled by means of mutual consultation, mediation (with or without legal representation) or, when unsuccessful, in a South African court of law.
- 5.15 All returnable proposal documents must be completed in full and submitted together with the service provider's quote.
- 5.16 The "Requirements for content of the project proposal" section above outlines the information that must be included in proposal offers. Failure to provide all or part of the information may result in your proposal being excluded from the evaluation process.
- 5.17 All goods/service or products to be supplied to SAHRA shall be in full compliance with South African approved standards and in compliance to the specifications provided.
- 5.18 It is the conditions of this RFQ that, a quotation is submitted together with the following completed forms; **kindly submit fully completed Bid Documents**
 - a. SBD 1 Invitation Bid
 - b. Proof of Tax Compliance Status Pin
 - c. SBD 3.3 Pricing Schedule
 - d. SBD 4 Bidders Disclosure Form

- e. SBD 6.1 Preference points claim form (valid BBBEE certificate must be submitted together with this completed document).
- f. General conditions contract
- g. Proof of registration with Central Supplier Database (CSD)

NB: Failure to submit original completed returnable forms as mentioned above will automatically disqualify your quotation.

SAHRA reserves the right to revise any aspect of these timeframes at any stage, and to amend the process at any stage.

6. EVALUATION CRITERIA

6.1 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 proposal. Failure to meet any of the conditions of the proposal will automatically disqualify your proposal on this phase.
- **Phase two:** Prequalification criteria (Obtaining the minimum threshold for functionality as set out below)

No.	Criteria	Scoring	Weight
1.	<p>Proven relevant track record/experience in Courier Services.</p> <p>10> 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, of agreements with other organizations/companies to render the service in question</p>		50

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"> Comprehensive mechanisms with ability to make electronic bookings, automated consignment monitoring and tracking, and periodical reporting (weekly or monthly) system = 5 Points Adequate mechanism to make manual (telephonic, email) bookings mechanism, consignment monitoring and tracking, and periodical reporting system = 3 Points Manual (only telephonic) bookings mechanism, consignment monitoring and tracking, and periodical reporting system = 1 Point <p>A summary of the tracking mechanism must be submitted.</p>		50
Total			100

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 non-responsive.

- Phase three:** applicable preference point system for this quotation is the 80/20 preference point system. Preference points on specific goals as follows.

Preference Point System	Points
Price	80
Special Goals	20
Black owned company	8
Women	4
Youth	5
Disability	3
TOTAL	100



6.2 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.

7. SUBMISSION OF QUOTATIONS

7.1 Project proposals must be submitted, marked as confidential and for the attention of Supply Chain Management – **SAHRA/PFU/COR/11/2024**

Bids must be deposited in the Tender Box located in Cape Town:

South African Heritage Resources Agency

111 Harrington Street

Cape Town

8000

Bids can also be emailed to: tenderinfo@sahra.org.za

It remains the onus of the service provider to ensure that their Tender Offer reaches the SAHRA office no later than the closing date and time.

8. CLOSING DATE AND TIME: 05 December 2024 at 11:00am.

NO LATE BIDS WILL BE ACCEPTED

For Supply Chain Management and Technical information, please contact:

Ms. Yonela Somtsewu

Supply Chain Management Manager

111 Harrington Street

Cape Town

8000

Tel: 021 462 4502

Email: ysomtsewu@sahra.org.za

