



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



KWAZULU-NATAL COMMUNITY EDUCATION AND TRAINING COLLEGE (KZNCETC)

Herein referred to as (KZNCETC)

**REQUEST POTENTIAL BIDDERS FOR PROPOSALS (RFP) FOR THE
PROVISION OF COURIER SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

Tender No: PU7810/012

Prospective Suppliers who are interested in participating in the aforementioned tender are invited to submit a proposal in full compliance to the requirement of this tender document. Completed documents with all attachments must be signed and submitted on the **PURCO SA Website**.

Proposals in response to **PU7810/012 THE PROVISION OF COURIER SERVICES FOR A PERIOD OF THIRTY-SIX (36) MONTHS**

CLOSING DATE AND TIME FOR ONLINE SUBMISSION OF TENDER DOCUMENTS:

The closing time and date for receipt for online tender **PU7810/012** is at 11h00 AM on **Thursday, 14 August 2025**.

Tender number	PU7810/012
Date issued	25 July 2025
Tender closing date	14 August 2025 Time: 11:00 AM Tender Submission will be Electronic on www.purcosa.co.za Supplier Hub- Online Tender Submission Guide
Non-Compulsory Information Session	04 August 2025 Time: 12h00 AM An online non-compulsory briefing session will be facilitated via MS Teams

Company Name		
Address		
Contact person	Mr/Mrs/Ms/Dr/Prof.	
Contact numbers	(w)	(cell)
Email address		

All Suppliers must submit their responses in the following format:

Appendix Number	Description of Appendix	Requirement	Circle yes if submitted	
Appendix A	RFP Document	Each page of the RFP document to be initialled by a delegated representative	Yes	No
Appendix B	Completed technical specifications and pricing	A signed copy of the printout of each page of the electronic document	Yes	No
Appendix C	Proof of Bank Account	Signed letter from bank	Yes	No
Appendix D	Company registration documents	Company registration documents	Yes	No
Appendix E	Board resolution	Attach copy of board resolution on the company letter head, Unless sole proprietor	Yes	No
Appendix F	ID documents	Certified copy(s) of Identity Document(s) (ID) for directors/shareholders (not be older than 6 months)	Yes	No
Appendix G	Tax Pin	An original valid Tax Pin	Yes	No
Appendix H	COIDA	Submit valid letter of good standing from the department of labour	Yes	No
Appendix I	B-BBEE certification / Affidavit	A valid B-BBEE certificate from a SANAS accredited agency or Auditor registered with the IRBA / Affidavit	Yes	No
Appendix J	Audited Annual Financial Statements / Annual Financial Statements	Provide fully signed Audited Annual Financial statements / Annual Financial statements	Yes	No
Appendix K	Declaration of Interest	Please sign point 9 of this tender document	Yes	No
Appendix L	Registration on National Treasury (CSD)	Provide a copy of the full report of registration on National Treasury Central Supplier Database.	Yes	No
Appendix M	SAEPA	Submit certificate of accreditation with SAEPA (South African Express Parcel Association)	Yes	No

Appendix N	Courier Transport	Certified copies of vehicle registration documents and pictures of fleet to be used	Yes	No
Appendix O	SBD forms	Fully completed SBD 1; SBD2, SBD 4; SBD 8; SBD 9		

NB: No points will be allocated to this phase; however, tenders that do not meet the pre-qualification requirements may not advance to the next phase of the evaluation process.

1.1.1 STAGE 1: EVALUATION OF FUNCTIONALITY

The evaluation criterion for functionality aims to assess the capability of the tenderer to execute and maintain a tender and/ or contract. Tenderers need to obtain a minimum percentage score of 70% and above in order to progress to the next stage of evaluation.

FUNCTIONALITY CRITERIA	POINTS ALLOCATED
<p>Previous Experience</p> <p>Three contactable reference letters from different clients for similar projects completed within the past five years.</p> <ul style="list-style-type: none"> • 3 reference Letters = 30 Points • 2 reference Letters = 20 Points • 1 reference Letter = 10 Points • 0 Reference = 00 Point <p>NB: The Reference Letter(s) must not be older than 5 years must be on the letterhead of the previously serviced client and should reflect at least name of the client, title of the related work conducted, year conducted and completed, contactable reference name and contact details and signed by the appropriate delegate. The Reference Letter must indicate the quality of the service rendered.</p>	30
<p>Company Experience</p> <p>Please provide a comprehensive company profile that includes an overview of your organization, its core business activities, client base, relevant experience, management structure, and profiles of any subcontractors. Additionally, include at least three reference clients to whom similar services have been provided, along with the geographical locations and networks served.</p> <ul style="list-style-type: none"> • More than 10 years of experience = 15 Points • Between 6 to 9 years' experience = 10 Points • Less than 5 years' experience = 05 Points 	15

<p>Online system</p> <p>Bidder's online system meets the requirements of the KwaZulu-Natal CET College.</p> <ul style="list-style-type: none"> Track and trace consignments from point of collection to point of delivery = 2 points Ability to provide web-based order collection request and submission confirmation. System should provide online generated waybills, tracking number and the tracking number as the Master Waybill with individual parcel identification when collecting multiple shipments = 2 points Ability to generate and print/save waybills and quotations online. = 2 points Ability to send email/ SMS notification to clients in real time during Collection and delivery and ability to view and print digitally signed POD online. System should have ability to allow driver to collect and deliver multiple shipments with a single signature = 2 points Reporting (e.g. early alerts for late deliveries, daily, monthly reports etc.) = 2 points <p>Bidder to provide samples of its system generated billing and activity reports to substantiate compliance.</p>	<p>10</p>
<p>Organisational Procedures</p> <p>Provide a detailed guide with aid of samples</p> <ul style="list-style-type: none"> Online CatLog/RFQ = 2.5 Points Demonstration of capability to track packages = 2.5 Points Web based waybill = 2.5 Points Shipping log/manifest in electronic format of all packages picked up = 2.5 Points 	<p>10</p>
<p>Locality proof under bidding company (municipality bill, lease, rates statement)</p> <ul style="list-style-type: none"> Within KwaZulu Natal Province =15 points Outside KwaZulu Natal Province = 5 points 	<p>15</p>
<p>Pick-up and delivery</p> <p>Resources availability</p> <ul style="list-style-type: none"> Demonstrate capability to ensure daily pick-up Demonstrate capability to provide boxes or envelopes to package the for shipment The box or envelope materials containing padding and water-resistant surfacing to protect materials from damage Capability to provide any necessary shipping equipment including scales for weighing packages, and or/label printers. Same day delivery Overnight delivery by 10h30 Intra City Services 	<p>10</p>

<ul style="list-style-type: none"> • Public Holidays and weekday delivery • Weekend services <p>Economy or budget delivery</p>	
<p>Transportation of hazardous substances and regulations compliance procedure</p> <p>Demonstration of process to followed when transporting hazardous goods</p> <p>Legislation compliance include: IATA Dangerous Goods Regulations</p> <p>Data protection : protection of personal information act 2013</p>	10
Total points	100

SCOPE AND DEFINITION OF WORK

KwaZulu-Natal CET College seeks a courier company for document/parcel delivery within South Africa over three years through this RFP. The contract spans 36 months and entails the service provider conveying goods from collection to delivery addresses within specified timeframes, offering express, economy, and premium courier services along with track and trace capabilities. The service provider must adhere to service expectations, including timely delivery, intact goods, and constant updates on delivery status. Services may be requisitioned at short notice, with the provider confirming receipt of orders, collecting goods promptly, and delivering them as per instructions.

Minimum order quantities are specified, and services are available 24/7, with limitations to courier services within KwaZulu-Natal province and inter-provincial deliveries in South Africa. The provider's responsibilities include meeting service expectations, complying with regulations, notifying consignees of available goods, adhering to transit conditions, providing accurate information, and ensuring proper documentation and packaging for all deliveries.

The required courier services will include, but not limited to, the following.

- Same day services
- Weekend services
- After-hours services
- Public Holiday services
- Intra City services (within any main centre within 80km).
- Overnight express by 10h30
- Remote area/Regional services.
- Budget (Road Freight) services
- Special delivery services which cover requirements over and above the standard services
- Appointed Service Provider will be expected to assist with the collection, delivery / distribution of parcels/letters, documents on a daily, weekly or month basis to different stakeholders, institutions, and individuals in and around South Africa.
- The authorised representative of Courier Service will be required to furnish receipt for parcels and documents.
- The prospective Service Provider will ensure that all parcels/documents are delivered to the intended recipient.

- Upon prompt and correct delivery, the Service Provider will ensure that the intended recipient clearly indicates his /her full names, signature, and telephone number on the waybill.
- The Service Provider will furnish proof of delivery of parcels/documents to KwaZulu-Natal CET College with the required level of detail on a monthly basis.
- The Courier Service will return the undelivered parcels/letters within a week.

ONLINE SYSTEM

The Courier must have an online courier management system in place to be used for all KwaZulu-Natal CET College consignments. The online system should be capable of the following.

- Enable the KwaZulu-Natal CET College to place/ log a request for collection and/ or deliveries . Keep history of the past collections and/ or deliveries for audit and information purposes.
- Enable the KwaZulu-Natal CET College to track all consignments en-route to their respective destinations.
- Provide different KwaZulu-Natal CET College users with their own individual login details to access the KwaZulu-Natal CET College account (as opposed to single login details being used by all users).
- Provide online quotes for all documents or parcels requiring delivery.
- Provide early alerts for any delays that fall outside the agreed Service Level Agreement. This is to ensure that all affected parties are informed well in advance.
- Provide proof of delivery once a consignment has been delivered.
- Generate waybills and pre-printed waybills where necessary.
- Generate waybill activity reports, online statements and invoices.
- Enable the user to monitor courier spend throughout the month.

Security of consignments

Safeguard the interests of the KwaZulu-Natal CET College at all times by ensuring confidentiality and safety of parcel Demonstrate what measures they have in place to protect confidential information they will be tasked to couriers/documents being transported. The bidder must;

- Demonstrate what measures they have in place to protect confidential information they will be tasked to courier.
- Demonstrate what contingency plans they have in place to protect consignments in cases of hijackings or loss

- Demonstrate how consignments that contain personal information will be handled and protected as required by the Protection of Personal Information Act No. 4 of 2013 (POPI Act.)

Billing and reporting requirements

- The Courier must timeously submit the monthly activity report and invoices.
- The relevant cost centres must be clearly indicated on the monthly activity report.
- The contractor must submit a daily/weekly/monthly tracking report with an update of the movements of KwaZulu-Natal CET Colleges consignments.
- The bidder must provide a sample of the electronically generated courier reports (such as daily activity, monthly, daily, invoice, statement etc.).

Contract condition

The successful bidder must have an electronic tracking system to track couriered goods:

ACCOUNT MANAGER

The Service Provider must clearly outline the role and responsibilities of the Account Manager who shall serve as such party's primary liaison throughout the course of the project. The Accounts Manager shall be authorized by the respective party to answer all questions posed by the other party and convey all decisions made by such party during the course of the project and the other party shall be entitled to rely on such information as conveyed by the Account Manager.

Insurance

Shipment public liability and insurance must be included. It should be noted that the service provider will be liable for any damage or loss of goods while in their possession