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SPECIFICATION REQUIREMENTS

1. APPOINTMENT OF A SERVICE PROVIDER TO RENDER COURIER SERVICES TO THE LIMPOPO LEGISLATURE FOR A PERIOD OF TEN (10) MONTHS

2 PURPOSE

The purpose of this specification is to appoint a suitably qualified, experienced, and capable service provider to render reliable, secure, and efficient courier services to the Limpopo Legislature for a period of ten (10) months.

The successful bidder shall provide courier services in accordance with the prescribed service levels, delivery standards, security requirements, reporting obligations, and performance measures stipulated in these specifications and the Service Level Agreement to be concluded with the Limpopo Legislature.

3. SERVICE LEVEL REQUIREMENTS

The successful bidder shall be required to enter into a Service Level Agreement (SLA) with the Limpopo Legislature and shall comply with the following minimum service requirements:

3.1 Service Hours

3.1.1 The service provider must provide courier services during normal working hours, Monday to Friday.

3.1.2 The service provider must be capable of providing after-hours, weekend, and public holiday courier services upon request by the Legislature.

3.2 Collection and Delivery Times

3.2.1 Local deliveries must be completed within twenty-four (24) hours from the time of collection.

3.2.2 Provincial deliveries must be completed within forty-eight (48) hours from the time of collection.

3.2.3 National deliveries must be completed within seventy-two (72) hours from the time of collection.

3.2.4 Urgent deliveries must be attended to immediately and completed within the agreed turnaround time specified by the Legislature.

3.3 Proof of Delivery

3.3.1 The service provider must provide signed proof of delivery for every consignment delivered.

3.3.2 Electronic proof of delivery must be available and provided to the Legislature upon request.

3.4 Tracking Requirements

3.4.1 All consignments must be assigned unique tracking numbers.

3.4.2 The service provider must provide an online tracking facility that enables the Legislature to monitor the status of consignments in real time.

3.5 Confidentiality and Security

3.5.1 The service provider shall maintain strict confidentiality regarding all documents, records, information, parcels, and materials handled on behalf of the Legislature.

3.5.2 Confidential information shall not be disclosed to any third party without the prior written consent of the Legislature.

3.5.3 The service provider must have adequate security measures in place to safeguard confidential and sensitive documents during collection, transportation, storage, and delivery.

3.6 Insurance Requirements

3.6.1 The service provider must maintain adequate goods-in-transit insurance cover for all consignments handled on behalf of the Legislature.

3.6.2 The service provider shall be liable for any loss, theft, damage, or destruction of consignments resulting from negligence or failure to exercise due care.

3.7 Reporting Requirements

3.7.1 The service provider shall submit monthly performance reports to the Legislature.

3.7.2 The reports shall include, but not be limited to:

(a) Number of collections and deliveries completed;

(b) Delivery turnaround times achieved;

- (c) Details of delayed deliveries;
- (d) Incidents reported;
- (e) Claims lodged and resolved;
- (f) Service performance against agreed service levels.

3.8 Performance Standards

- 3.8.1 The service provider must maintain a minimum on-time delivery rate of ninety-five percent (95%).
- 3.8.2 The service provider must maintain a zero percent (0%) loss or damage rate for consignments.
- 3.8.3 Customer complaints and service queries must be acknowledged and responded to within four (4) working hours.
- 3.8.4 The service provider shall immediately notify the Legislature of any incident that may affect service delivery.

3.9 Non-Performance and Penalties

- 3.9.1 Failure to meet the agreed service levels may result in the implementation of corrective measures.
- 3.9.2 Repeated failure to meet service standards may result in:

- (a) Written warnings;
- (b) Corrective action plans;
- (c) Withholding of payment for disputed services;
- (d) Termination of the contract in accordance with the General Conditions of Contract and the Service Level Agreement.

3.10 Contract Period

- 3.10.1 The courier services contract shall be valid for a period of ten (10) months from the date of commencement.

3.10.2 The Service Level Agreement shall remain in force for the duration of the contract period.

4. TRACKING REQUIREMENTS

4.1 All consignments must be assigned a tracking number.

4.2 The Legislature shall have access to online tracking facilities.

5. CONFIDENTIALITY

5.1 The service provider shall maintain strict confidentiality regarding all information and documents handled.

5.2 Confidential information may not be disclosed to any third party without written authorization from the Legislature.

6. INSURANCE

6.1 The service provider shall maintain adequate insurance cover for all goods in transit.

6.2 Any loss or damage attributable to negligence of the service provider shall be for the service provider's account.

7. REPORTING

7.1 Monthly reports shall be submitted detailing:

- Number of deliveries completed.
- Delivery turnaround times.
- Incidents reported.
- Claims lodged.
- Service performance levels achieved.

8. PERFORMANCE STANDARDS

8.1 Minimum on-time delivery rate: 95%.

8.2 Loss or damage rate: 0%.

8.3 Customer complaint response time: Within four (4) working hours.

9. PENALTIES

9.1 Repeated failure to meet agreed service levels may result in:

- Written warnings;
- Corrective action plans;
- Withholding of payment for disputed services;

or

- Contract termination in accordance with the contract conditions.

10. CONTRACT PERIOD

10.1 This SLA shall remain valid for a period of ten (10) months from the commencement date of the contract.

11. MANDATORY REQUIREMENTS

Bidders must submit the following documents together with their bids. Failure to submit any of the mandatory requirements may result in the bid being disqualified:

- 11.1 A valid Tax Compliance Status (TCS) Pin issued by the South African Revenue Service (SARS).
- 11.2 Proof of registration on the Central Supplier Database (CSD), including a valid CSD registration number.
- 11.3 Company registration documents issued by the Companies and Intellectual Property Commission (CIPC) or equivalent registration authority.
- 11.4 A valid Letter of Good Standing issued by the Compensation Fund or a licensed compensation insurer.
- 11.5 Proof of public liability insurance and goods-in-transit insurance cover.
- 11.6 A company profile detailing the bidder's experience, operational capacity, and organisational structure.
- 11.7 Proof of ownership, lease agreements, or access to vehicles and other resources required for the provision of courier services.

- 11.8 A detailed fleet schedule indicating vehicle types, registration numbers, and operational capacity.
- 11.9 Proof of a functional parcel tracking system capable of providing real-time tracking and proof of delivery.
- 11.10 At least three (3) contactable reference letters from clients for whom similar courier services have been rendered within the last five (5) years. The reference letters must be on the client's official letterhead and indicate the nature and duration of services provided.
- 11.11 A detailed pricing schedule covering all categories of services required under this bid.
- 11.12 Signed declaration of confidentiality and commitment to safeguard all information and documents handled on behalf of the Limpopo Legislature.
- 11.13 Proof of an operational customer support centre, helpdesk, or call centre facility.
- 11.14 A valid B-BBEE Certificate or Sworn Affidavit, where applicable.
- 11.15 All duly completed and signed bid documents as prescribed by the Limpopo Legislature.

12. SPECIAL CONDITIONS

- 12.1 The successful bidder shall maintain the validity of all licences, permits, registrations, insurance policies, and statutory compliance requirements throughout the duration of the contract.
- 12.2 The Limpopo Legislature reserves the right to verify any information submitted by bidders, including references, operational capacity, and compliance documentation.
- 12.3 Any false declaration or misrepresentation may result in disqualification, contract termination, and possible legal action.
- 12.4 The successful bidder shall enter into a Service Level Agreement (SLA) with the Limpopo Legislature prior to commencement of services.

END OF SPECIFICATION