



BeyondZero

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TERMS OF REFERENCE

PROVISION OF COURIER SERVICES

REQUEST FOR PROPOSALS / August 2022

SUMMARY	
Title	PROVISION OF COURIER SERVICES
Reference	RFP: BZ /GF Courier Services 022-2022
Description <i>(Summary for website - 100 words max)</i>	BEYOND ZERO seeks to appoint an experienced service provider for the provision of courier services for a period of one (1) year.
Questions by email only to	procurement@beyondzero.org.za
Submission by email only to	procurement@beyondzero.org.za
Submission must include	<ol style="list-style-type: none">1. Proposal2. Certified ID Copies of the Directors3. Company profile4. B-BBEE certificate/ Sworn Affidavit (Failure on the part of a bidder to submit proof of BBEE Status level of contributor/Valid Sworn Affidavit together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed)5. SARS Tax Clearance Status/pin6. Valid VAT registration certificate /Notice of Vat Registration for all expenditure more than R1 million7. Company's Bank Verification Letter8. Signed Global Fund Code of Conduct for Suppliers of Services9. Completed and Signed Declaration of Interest10. CIPC Registration Documents11. Proof of 3rd party Insurance cover12. Latest Audited or Independently Reviewed Annual financial statements of the bidding entity
Deadline for submission	Date: 29 September 2022 @ 13h00



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1. PURPOSE

- 1.1 The purpose of this terms of reference (ToR) is to appoint a suitable and reputable service provider/company to provide courier services for Beyond Zero (BZ) for a period of one (1) year. The successful service provider shall perform the required services in line with high quality standards and shall follow all applications and directives as indicated in this TOR.

2. BACKGROUND

- 2.1 BZ is one of three (3) Principal Recipients (PRs) of funding support by the Global Fund (GF) for AIDS, TB, and Malaria (GFATM) in South Africa to lead and provide strategic management, oversight, monitoring, and evaluation on the implementation of the GF grant for the period April 2022 until March 2025. BZ is implementing interventions that address the Acquired Immune Deficiency Syndrome (AIDS) and Tuberculosis epidemics in South Africa and focuses more specifically on the following modules:

- Prevention programs for Adolescent Girls and Young Women (AGYW), in and out of school;
- Comprehensive prevention programs for Men who have sex with other Men (MSM);
- Comprehensive prevention programs for Transgender (TG) people and
- Community response systems (CRS).

3. SCOPE OF WORK

- 3.1 BZ invites proposals from suitable and reputable service providers for the provision of courier services for both national and international services. BZ endeavors to enter into a Service Level Agreement with the successful service provider for a period of one (1) year.
- 3.2 It is therefore required that your organisation provide us with the details related to the provision of an efficient courier services. These must include, but not limited to the following:
 - Required packaging for items to be couriered;
 - Overnight and same day service for domestic couriers;
 - International service;



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- To provide same day, overnight, public holiday and weekend courier service delivery as and when required.
- Express delivery for urgent purposes
- Required insurance cover for items being couriered;
- Delivery to all main centers and to the regional centers;
- Air and freight services;
- Reliable tracking systems to track and trace the parcels when required;
- Direct contact person be available to assist with BZ Account; and
- Provide prepackaging material when requested.

3.3 The service provider must have an electronic tracking system to track couriered goods which should be able to do the following:

- Enable the BZ to place/ log a request for collection and/ or deliveries.
- Enable the BZ to track all consignments.
- Provide online quotes for all documents or parcels.
- Provide early alerts for any delays that fall outside the agreed timelines.
- Provide proof of delivery once a consignment has been delivered.
- Keep history of the past collections and/ or deliveries for audit and information purposes.
- Generate waybill activity reports, online statements, and invoices.
- Enable the user to monitor courier spend throughout the month.

3.4 The service provider will be required to courier different type of consignments which includes, but not limited to the following:

- Documents
- Parcels which many range from ICT equipment i.e., laptops, monitors, etc.

3.5 Always safeguard the interests of BZ by ensuring confidentiality and safety of parcels and demonstrate what measures they have in place to protect confidential information when they



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will be tasked to courier documents in line with relevant laws like Protection of Personal Information Act No. 4 of 2013 (POPI Act).

- 3.6 The service provider must submit a daily/weekly/monthly tracking report with an update of the movements of BZ consignments.
- 3.7 The service provider must clearly outline the role and responsibilities of a dedicated person (Account Manager) who shall serve as primary liaison throughout the course of the service.
- 3.8 It is required that the courier company will provide related stationery and packaging such as pre-printed waybills, stickers, A3 and A4 pouches, etc.
- 3.9 The service provider must have a cost effective and competitive insurance facility to provide cover for insured documents and parcels and furnish details in this regard.
- 3.10 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.

4. DURATION OF THE CONTRACT

- 4.1. The contract period/duration is expected to run for one (1) year, commencing on the date of signing the Service Level Agreement.

5. BID RESPONSE REQUIREMENT

- 5.1 BZ will use a pre-determined evaluation criterion when considering received Proposals. The evaluation criteria will consider the commitment made for Mandatory, Functionality/Technical, Price and B-BBEE. During the evaluation of received Proposals BZ will make an assessment whether all of the Proposals comply with set minimum requirements. Bidders which fail to meet minimum requirements, thresholds or have not submitted required mandatory documents will be disqualified from the bid process.
- 5.2 The requirements of any given stage must be complied with prior to progression to the next stage. BZ reserves the right to disqualify bidders without requesting any outstanding document/information.
- 5.3 Bidders which meet the requirements of the TORs and the commercial and contractual conditions are invited to submit proposals. If the bidder finds any ambiguity, omission or



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internal contradictory, or any feature that is unclear or that appears restrictive, they should seek clarification before the closing date of submission.

- 5.4 As a minimum requirement the service provider must submit written relevant contactable reference (contact name, position, contact number and email address) whereby they have executed similar services. The reference letter must be in the client's company letterhead and must not be older than five (5) years.
- 5.5 Bidders must provide a detailed proposal of the methodology/ approach to be used to carry out the scope of work. Bidders should indicate their knowledge and demonstration of how they will deliver this project in line with the scope of work, include a detailed project plan with specific timeframes, deliverables and reporting.
- 5.6 Once the proposals are received and opened, bidders shall not be required nor permitted to change the substance, the key staff and so forth.

6. EVALUATION CRITERIA

Evaluation Criteria for Proposals

The evaluation of proposals will be managed by an Evaluation Committee which will prepare a shortlist of applicants that meet the eligibility for appointment. The evaluation process will be conducted according to the following stages:

- **Stage 1:** Assessment of administrative compliance with eligibility criteria. Applications that do not comply will not be evaluated further.
- **Stage 2:** Assessment on functionality/technical evaluation criteria competency focusing on the ability to fulfil the required scope of work. Service providers need to achieve a score of at least 70 out of 100 points to progress further.
- **Stage 3:** The final stage of evaluation will be the application of the preference points system price at 80 points and B-BBEE 20 points.



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CRITERIA	SUB-CRITERIA	Comply/Not Comply
ELIGIBILITY	Proposal	Pass/Fail
	Company profile	
	Valid BBB-EE Certificate (from SANAS Accredited Verification Agency)	
	SARS Tax Clearance Status/pin	
	Valid VAT registration certificate /Notice of Vat Registration for all expenditure more than R1 million	
	Bank account verification letter	
	Signed Global Fund Code of Conduct for Suppliers of Services	
	Completed and signed Declaration of Interest	
	Complete Annexure A: Pricing Schedule	
	CIPC Registration Documents	
	Proof of 3rd party Insurance cover	
	In bids where consortia / joint ventures / sub-contractors are involved; each party must submit a separate proof of TCS / PIN	
	Latest Audited or Independently Reviewed Annual financial statements of the bidding entity	

The weighting of the overall competence score is as follows:

6.1. ELIGIBILITY EVALUATION STAGE 1

Table 1: Eligibility evaluation criteria

6.2. FUNCTIONALITY/TECHNICAL EVALUATION CRITERIA

Only service providers who score **70 points** or more in stage 2 will be evaluated further in stage 3 and therefore eligible for the award.





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Table 2: Functionality/technical Evaluation

Criteria	Description	Weighting
Reference letters	<p>Reference letters from different clients as evidence of related services previously conducted.</p> <p>NB: <i>The Reference Letter(s) must not be older than 3 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</i></p> <p><i>quality of the service rendered</i></p> <p>Scoring Matrix</p> <p>30 Points = 3 letters attached</p> <p>20 points = 2 letters attached</p> <p>0 points = 1 letter or no reference letters attached</p>	40
Online Tracking System	<p>The service provider must provide detailed explanations and screen shots of how the online system is able to adhere to the requirements below:</p> <ul style="list-style-type: none">• Enable the BZ to place/ log a request for collection and/ or deliveries.• Enable the BZ to track all consignments.• Provide online quotes for all documents or parcels.• Provide early alerts for any delays that fall outside the agreed timelines.• Provide proof of delivery once a consignment has been delivered.• Keep history of the past collections and/ or deliveries for audit and information purposes.• Generate waybill activity reports, online statements, and invoices.	25



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Criteria	Description	Weighting
	<ul style="list-style-type: none"> Enable the user to monitor courier spend throughout the month. <p>Scoring Matrix 30 = Excellent: Satisfies the requirements up to 100%. The response is comprehensive, unambiguous, provides comprehensive, detailed, and convincing assurance that the bidder will deliver the Services to an excellent standard. 20 = Good: Satisfies the requirements up to between 50% - 75%. The response is sufficiently detailed with very few weaknesses and demonstrates a real understanding of the requirements and assurance that the bidder will deliver to a good or high standard. 0 = Poor: Satisfies up less than 50% the requirement with serious reservations. The response addresses some elements of the requirement or insufficient detail is provided, the response lacks credibility/convincing detail, has material flaws or is inadequate with a real risk of non- delivery or delivery below the required standard.</p>	
<p>Methodology and Approach</p>	<p>The service provider must provide a detailed explanation of the methodology and approach on end-to-end courier services:</p> <p>Demonstration of clear understanding of the scope of work, deliverables with timeframes. Adequacy and appropriateness will be assessed.</p> <p>Scoring Matrix 30 = Excellent: Satisfies the requirements up to 100%. The response is comprehensive, unambiguous, provides comprehensive, detailed, and convincing assurance that the bidder will deliver the Services to an excellent standard. 20 = Good: Satisfies the requirements up to between 50% - 75%. The response is sufficiently detailed with very few weaknesses and demonstrates a real understanding of the requirements and assurance that the bidder will deliver to a good or high standard. 0 = Poor: Satisfies up less than 50% the requirement with serious reservations. The response addresses some elements of the requirement or insufficient detail is provided, the response lacks credibility/convincing detail, has material flaws or is inadequate with a real risk of non- delivery or delivery below the required standard.</p>	<p>30</p>



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Criteria	Description	Weighting
Company Profile Capacity and experience of the company to deliver the project.	The proposal must include a company/organisation profile, its primary business activities, number of years, courier services offerings, clients etc. Proof of signed contracts, award letters, Purchase Orders, References to be submitted to support the company profile. Scoring Matrix: 10 points = 6 years and more experience in providing couriers services. 5 points = 3 - 5 years' experience in providing couriers services. 0 point = Less than 3 years' experience in providing couriers services.	5
The minimum qualifying score for functionality/technical evaluation will be 70 points overall, and service providers that fail to achieve the minimum qualifying score will be disqualified.		100

6.3. PRICE AND B-BBEE EVALUATION STAGE 3

Service Providers that have successfully scored 70 points and above in the Functionality/Technical evaluation stage will be evaluation on stage 3 (Price and B-BBEE). It is recognised that it is difficult for a prospective service provider to be firm about the extent of the work based solely on the terms of reference. However, to assist with assessments, a service provider will be provided with scenarios in the pricing schedule for evaluation purposes whilst a rate card will be provided and must be completed to be used during delivery of the services.

NB: Service Providers should note that the scenarios provided below are for the purposes of evaluation of the tender and a rate card unit price will be used during execution of the services. The service providers' tender response will be evaluated based on a combination of price and BBBEE in accordance with the ratios set out below:

Price and B-BBEE	Weighting
Price	80



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Price and B-BBEE	Weighting
B-BBEE	20
Total	100

Price evaluations will be conducted using the following formula:

$$\text{Price under calculation} = 80 \left(1 - \frac{\text{Price under consideration} - \text{Lowest bid price}}{\text{Lowest bid price}} \right)$$

BBEE evaluations will be conducted in accordance with the following table:

B-BBEE Status	Number of Points (80/20 system)
Level 1	20
Level 2	18
Level 3	12
Level 4	10
Level 5	8
Level 6	6
Level 7	4
Level 8	1
Non-compliant	0

7. TERMS AND CONDITIONS

- 7.1. BZ reserves the right to define the scope of services required.
- 7.2. Bidders shall be held to their proposals as submitted. BZ reserves the right to modify the particulars of this proposal mutually with the successful bidder in whole or in part.
- 7.3. Agreements reached after such modifications with the successful bidder, or parts thereof, accepted by BZ, will form part of the contract.
- 7.4. Each proposal will be evaluated for general conformity to specification and capabilities of



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prospective bidders to execute the work.

- 7.5. Bidders will bear all the costs associated with their responses and no costs or expenses incurred by or ascribed to the bidder's response to this proposal will be borne by BZ (except as specifically provided for in the Tender document).
- 7.6. BZ reserves the right to request presentations from short-listed bidders.
- 7.7. BZ reserves the right to withdraw, amend or cancel this proposal, reject any or all proposals, obtain any information from any lawful source regarding past business history and practices of the bidder, and to take any such information into consideration in the evaluation process.
- 7.8. BZ does not have to explain acceptance of any specific bidder and BZ's decision is final and binding.
- 7.9. BZ is open to considering bidders who form or already have an existing Joint Venture/Consortium agreement in place to achieve a Broad Based Black Economic Empowerment Status Level. The following information and documentation must be submitted:
 - 7.10. All information stipulated under Administrative Requirements must be submitted by all parties involved in the Joint Ventures/Consortiums, including Ownership and Executive Management information.
 - 7.11. A formal duly signed agreement indicating the leading company as well as the other company's roles and responsibilities.
 - 7.12. BZ reserves the right to appoint one service provider or more than one service provider in their different regions.
 - 7.13. Any clarification required by a bidder regarding the meaning or interpretation of the document, or any other aspect concerning the submission, is to be requested in writing e-mail to procurement@beyondzero.org.za
 - 7.14. The successful bidder is to enter into a service level agreement with BZ. Service level performance is to be monitored and discussed at the monthly meetings. The service level agreement will set out the operational process regarding the delivery of services.
 - 7.15. BZ will review the Service Provider's performance in line with the contract and the service level agreements entered into.



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8. PRICING SCHEDULE

ANNEXURE A – PRICING SCHEDULE

NB: All bidders are required to complete annexure A as this will use for evaluation purposes. *Failure to complete Annexure A will result in the proposal not being evaluated further.*

The format for submitting the financial proposal for provision of Courier Services should be as per the bellow:

Table 1: Pricing Schedule

MAIN CENTRES TO MAIN CENTRES

SERVICE	PACKAGE	PRICING RATES
Next day by 17h00	Up to 1.99kg	
Express Road (24 – 48 hrs.)	Up to 4.99kg	
Economy (48 – 72 hrs.)	Up to 9.99kg	

TO OR FROM REGIONAL CENTRES

SERVICE	PACKAGE	PRICING RATES
Next day by 17h00	Up to 1.99kg	
Express Road (24 – 48 hrs.)	Up to 4.99kg	
Economy (48 – 72 hrs.)	Up to 9.99kg	

Rate Card

Description (Main Centre to Main Centre)	Weight	Rate
Same day	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Next day	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Express Road	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Economy	Up to 1.99kg	



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Description (Main Centre to Main Centre)	Weight	Rate
	Up to 4.99kg	
	Up to 9.99kg	
Special Services (Valuable Cargo)	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	

Description (Main Centre to Reginal Centre)	Weight	Rate
Same day	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Next day	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Express Road	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Economy	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Special Services (Valuable Cargo)	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	

Description (Regional Centre to Reginal Centre)	Weight	Rate
Same day	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Next day	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	



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Description (Regional Centre to Reginal Centre)	Weight	Rate
Express Road	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Economy	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	
Special Services (Valuable Cargo)	Up to 1.99kg	
	Up to 4.99kg	
	Up to 9.99kg	

Service providers are expected to service all Beyond Zero offices

Quotation must include a high risk surcharge to all high risk areas.

Quotation must reflect insurance provision.

Quotation must indicate provision for deliveries to some regional areas and the expected time frames.

MAIN CENTRES REFERS TO:

Province	Centre
Eastern Cape	East London (Head Office)
Gauteng	Johannesburg
Limpopo	Polokwane
Free State	Bloemfontein

REGIONAL CENTRES

PROVINCE	DISTRICT
North West	Tubatse Fetakgomo
	Bojanala
Mpumalanga	Gert Sibande
Eastern Cape	Nelson Mandela Bay
	OR Tambo
Western Cape	Garden Route
KZN	Uthukela
	Ugu District
	King Cetshwayo district
Eastern Cape	OR Tambo District
Limpopo	Capricon



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	Vhembe
	Waterberg
	Greater Sekhukhune
	Mopane
Free State	Thabo Mofutsanyane (Dihlabeng & Setsoto sub-districts)
	Mangaung

