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**TERMS OF REFERENCE**

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**PROVISION OF COURIER SERVICES FOR A PERIOD OF  
SIX MONTHS**

**RFP/JHB/2019/009**

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**PROPOSALS TO BE SUBMITTED BY**

**NOT LATER THAN**

**18 MARCH 2020 AT 12H00**

## **HDA seeks to appoint experienced and reputable service providers to provide Courier Services to run for a period of six months.**

### **1. Introduction**

The Housing Development Agency (HDA) is a national public development agency which promotes sustainable communities by making well located and appropriately planned land available for the development of human settlements. As its primary activity, the HDA assembles state, private and communal land and releases it for development. In addition, HDA provides project delivery support services to organs of state at local, provincial and national level. Informal settlements upgrading, and project management services are a particular focus of the organisation.

### **2. Overview**

In order to deliver on its Mandate, the HDA has established a national structure in all nine provinces, and a departmental organizational structure dealing with corporate governance, finance, land acquisition, project management and support functions such as Information Technology services.

### **3. Outlined below is the scope of service for this quotation that must be adhered to when responding to this RFQ.**

- To provide same day, overnight, public and weekend courier service delivery as and when required.
- Appointed Service Provider will be expected to assist with the delivery / distribution of approximate 200 parcels/letters on a daily, weekly or month to month basis to different stakeholders, institutions, and individuals in and around South Africa.
- Collect and Deliver all documents/parcels for or from all for HDA Nationally. The authorized 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 HDA with the required level of detail on a monthly basis.
- The Courier Service will return the undelivered parcels/letters within a week.

### **4. Evaluation**

In order to facilitate a transparent selection process that allows equal opportunity to all production companies, the HDA has a policy for the appointment of consultants that will be adhered to. Proposals will be evaluated in terms of the prevailing supply chain policy applicable to the HDA and it should be noted that proposals will be assessed using the 80:20 formula for Price and B-BBEE as per the PPPFA.

**Table 1: Technical Criteria**

Item no	Technical/functional criteria	Weight
1	<p><b>Methodology and approach</b></p> <ul style="list-style-type: none"> <li>• The bidders are required to outline the entire process from the notification to collect to delivery of parcels and stationery. (10)</li> <li>• The bidder must indicate how stationery will be allocated to HDA 10 offices (10)</li> </ul>	20
2	<p><b>Internal Capacity</b></p> <p>Proposals should clearly indicate whether bid participants have the internal capacity to meet the requirements of the TOR. (Indicate staff complement dedicated to this project) Bidder must allocate a project manager for this project (20)</p>	20
3	<p><b>Relevant experience (References)</b></p> <p><input type="checkbox"/> The bidder must submit relevant and contactable clients that were serviced in the past 12 months. (Attach signed reference letters with contact telephone numbers and email addresses).</p> <p><input type="checkbox"/> 5 &gt; References = 25</p> <p><input type="checkbox"/> 4 References = 20</p> <p><input type="checkbox"/> 3 References = 15</p> <p><input type="checkbox"/> 2 References = 10</p> <p><input type="checkbox"/> 1 References = 5</p>	25
4	<p><input type="checkbox"/> Bidders must provide a proof of necessary insurance coverage. (10)</p> <p><input type="checkbox"/> Bidders must have an ability to provide the tracking of parcels in transit. (Provide a sample of documents where tracking was done in the past 12 months) (10)</p>	20
5	<p><b>Turnaround Time</b></p> <p>The bidder must demonstrate the turnaround times for various routes and courier categories (Ability to Deliver on Time). (15)</p>	15
	<b>Total</b>	<b>100</b>

The following criteria will be used for point's allocation for price and B-BBEE compliance on an 80/20 point system:

**Table 2 – Price and BBBEE**

<b>CRITERIA</b>	<b>SUB-CRITERIA</b>	<b>WEIGHTING/ POINTS</b>
Price	Price	80
B-BBEE Status Level Verification Certificate from accredited verification agencies	B-BBEE Level Contributor	20

The proposal will be evaluated as per PPPFA regulations.

## **5. Payment structure**

Payment will be made within 30 days of receipt of the materials specified above and as per signed off proofs.

## **6. General**

### **6.1 Below are compulsory requirements for this service**

6.1.1 It is important to note that the successful person will work under the supervision of a HDA representative, abide by HDA's Code of Conduct, and other organizational guidelines.

6.1.2 Kindly complete and submit the following :

- Registration with the National Treasury **Central Supplier Database(CSD Report)**, if not yet registered use the following link to register : <https://secure.csd.gov.za/>
- SBD Forms (SBD4, SBD6.1, SBD8 and SBD9) obtainable from HDA Website: [www.thehda.co.za/procurement](http://www.thehda.co.za/procurement). Under compliance checklist.
- **Valid and Original or Certified B-BBEE Status Level Verification Certificates issued by the following agencies SANAS, IRBA or CCA.**

6.2 Further information regarding technical matters can be sent by an email to: [keegan.pillay@thehda.co.za](mailto:keegan.pillay@thehda.co.za) or [jeanelle.lovedale@thehda.co.za](mailto:jeanelle.lovedale@thehda.co.za) at Tel: 011 544-1000, and

6.3 Further information regarding supply chain matter and queries can be send via email to: [Nqobile.mkhwanazi@thehda.co.za](mailto:Nqobile.mkhwanazi@thehda.co.za) or at Tel: 011 544-1000

## **7 Terms and Conditions.**

7.1 HDA undertakes to pay in full within thirty (30) days, all valid claims for work done to its satisfaction upon presentation of a substantiated claim/invoice.

**7.2** No payment will be made where there is an outstanding information/work by the service provider/s.

## **8 Submission of Quotation**

12.1 Quotations should be submitted on or before the 18<sup>th</sup> of March 2020 by no later than 12h00 to the following address:

**The Procurement Officer  
The Housing Development Agency,  
Block A, 6-10 Riviera Road, Killarney, 2193,**