

Annexure A: RFQ Technical specifications/Scope of work/Terms of reference

1. Specifications

The service provider should be able to:

- 1.1. distribute the AGSA's parcels and packages, including documents, to all AGSA offices and other institutions countrywide;
- 1.2. collect and deliver parcels from and to any of the AGSA's offices countrywide;
- 1.3. deliver parcels within 24 hours in all major cities that are connected through flights; within 48 hours in smaller cities, and within 72 hours in remote stations/areas;
- 1.4. collect and deliver parcels from and to other countries;
- 1.5. furnish proof of delivery and collection; and
- 1.6. ensure that parcels are delivered to the intended recipient and/or a representative of that institution;
 - 1.6.1. deliver parcels after hours when required to do so;
 - 1.6.2. deliver parcels during weekends when required to do so;
 - 1.6.3. deliver parcels on public holidays when required to do so;
 - 1.6.4. make early/urgent door-to-door deliveries when required to do so;

2. Requirements

- 2.1.1. The service provider must have at least five (5) years' experience in the courier business.
- 2.1.2. The service provider must submit three (3) names of contactable references with companies they have completed/currently working with.
- 2.1.3. The service provider must submit their company's standard operating manual/procedure (SOP) for projects of this nature. The SOP must also demonstrate parcel handling during Covid-19.

3. Transportation and delivery

3.1 Metropolitan, main centres and regional centres

The service provider must be able to :

- 3.1.1. render courier services 24 hours seven days a week nationally to main cities, regional centres, metropolitan centres, smaller cities and remote stations/areas;
- 3.1.2. **Same day/urgent deliveries to and from AGSA offices OR door to door deliveries must be:**
 - a) *collected at 08:00 from the AGSA offices and any other office or place as determined by the AGSA representative; and*
 - b) *delivered to the recipient in AGSA or other institutional **offices** by 16:00 on the same day they were collected, or as arranged with recipient **after 16:00.***

3.1.3. Overnight deliveries to and from AGSA offices OR door to door deliveries must be:

- a) collected at 14:30 from the AGSA offices and any other office or place as determined by the AGSA representative; and*
- b) delivered to the recipient by 10:30 on the next business day in metropolitan and main centres and 13:00 in regional centres.*

4. Communication and tracking facilities

The communication and tracking facility must have the following features to keep track of the AGSA's shipments:

- 4.1.1. Internet tracking of all shipments sent from any of the AGSA offices.
- 4.1.2. Internet tracking of all goods collected from any institution on the instruction of the AGSA offices.
- 4.1.3. Email facility for communication between the AGSA and the service provider.
- 4.1.4. Fixed landline and cellphone number for daily communication on shipments.
- 4.1.5. The service provider must have a physical address.
- 4.1.6. The service provider must provide an account breakdown of all transactions on invoices, waybills and delivery notes.

5. Insurance

- 5.1.1. The service provider must have the capability to provide adequate insurance cover when requested to do so by the AGSA.
- 5.1.2. The third party must make a general provision for insurance cover in respect of third party liability.

6. Contingency plan

- 6.1.1. The service provider must have a contingency plan to replace personnel assigned to the contract at short notice.
- 6.1.2. The service provider must have the capability to continue with the service in case of a total breakdown of any electronic system or resources used to render this service.

7. Account management

- 7.1.1. The service provider must assign a key accounts manager/allocated professional resource to the AGSA who must be personally responsible and accountable for the management of the account. This resource will be the contact person with whom the AGSA will liaise with. Should the service provider change the allocated resource, the service provider is required to inform the AGSA in writing within seven (7) working days of replacing the resource.