

TERMS OF REFERENCE:

Request for Proposal for the appointment of a panel of service provider to provide Courier Services to South African Cities Network (SACN) For 36 Months.

ISSUED DATE: 20 February 2026

CLOSING DATE AND TIME: 08 April 2026 at 17:00.

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1. INTRODUCTION & BACKGROUND

The South African Cities Network (SACN) was established in 2002 by the Minister for Provincial and Local Government, in collaboration with the mayors of South Africa's largest cities and the South African Local Government Association (SALGA), as an independent Section 21 company with the mandate to:

- Promote good governance and management in South African cities;
- Analyse strategic challenges facing South African cities, particularly in the context of global economic integration and national development challenges;
- Collect, collate, analyses, assess, disseminate and apply the experience of large city government in a South African context; and
- Promote shared-learning partnerships between different spheres of Government to support the management of South African cities.

2. PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

- 2.1. The purpose of this Request for Proposal (RFP) is to solicit proposals from potential bidder(s) for the provision of Courier services to the South African Cities Network (SACN).
- 2.2. This RFP document details and incorporates, as far as possible, the tasks and responsibilities of the potential bidder required by the South African Cities Network (SACN) for Courier Services for a period of 36 months.
- 2.3. This RFP does not constitute an offer to do business with the South African Cities Network (SACN) but merely serves as an invitation to the bidder(s) to facilitate a requirements-based decision process.

3. LATE BID

- 3.1. Bids received after the closing date and time, at the email indicated in the bid documents, will not be accepted for consideration and where practicable.

4. SUPPLIER DUE DILIGENCE

- 4.1. The SACN reserves the right to conduct supplier due diligence prior to the final award or at any time during the contract period. This may include site visits.

5. SUBMISSION OF PROPOSALS

- 5.1. Proposals must be submitted via email on or before the closing date and time.
- 5.2. Proposals will only be considered if received by the SACN before the closing date and time.
- 5.3. The bidder(s) are required to submit Proposals and the electronic version of the bid document. The electronic file must be named properly for ease of reference during the evaluation process.

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6. SCOPE OF WORK

- 6.1. successful bidder will be required to render “door to door” courier service under the following conditions:
 - 6.1.1. Arrange all logistical and administrative functions including flight bookings; the services may also include overnight delivery for Ad-hoc requests.
 - 6.1.2. Provide a “door to door” courier service to and from all destinations as when required by SACN
 - 6.1.3. Collect, dispatch, and freight between all SACN staffs in South Africa, including Ad-Hoc destinations.
 - 6.1.4. Provide a reliable and road worthy fleet of vehicles fitted with a tracking/monitoring device and all vehicles must be fitted with lockable steel shutter doors. SACN reserve the right to request AA roadworthy certificates for any or all vehicles at any time during the period of the contract; all risks relating to courier services remains with the courier company from pick up until delivery.
 - 6.1.5. Demonstrate clearly and substantially to have a well-established national courier network with the minimum dependence on third party couriers, with the ability to provide uninterrupted services
 - 6.1.6. Provide SACN with full access to its national track and trace network. facilities for the duration of the contract.
 - 6.1.7.
- 6.2. Flight
 - 6.2.1. Forwarding of packages must be guaranteed on flights as indicated in the RFP document unless unforeseen circumstances prevail of which SACN must be informed within twenty-four (24) hours.
 - 6.2.2. Should the successful bidder as indicated per tender not comply with its contractual obligations, SACN reserves the right to make use of an alternative company at the expense of the successful bidder.
 - 6.2.3. A clear indication should be provided on the average time frames for collections at all collecting addresses, as well as deliveries after date and time of collection to each delivery address.
- 6.3. Transportation of packages
 - 6.3.1. The vehicles to be used must be able to transport at least a minimum weight of five hundred kilograms to three thousand kilograms.
 - 6.3.2. Vehicle must have a tracking device and closed lockable canopy if a panel van is not used
 - 6.3.3. The successful bidder shall provide a door-to-door service, in respect of all parcels without intervention of SACN.
- 6.4. Account Manager Assigned to SACN
 - 6.4.1. The account manager must be assigned to assist with daily duties.
 - 6.4.2. The account manager dedicated must provide all support related to the dispatch of packages and ensure proper record keeping thereof.
 - 6.4.3. An internet link (E-mail and Website address) must be provided to make track and trace enquiries possible.
 - 6.4.4. Proof of delivery (POD) for each consignment must be provided within twentyfour (24) hours after delivery has taken place.

7. EVALUATION AND SELECTION CRITERIA

Technical Evaluation

- 7.1.1. Only bids that meet a minimum threshold of 75% in the functionality evaluation will proceed to be evaluated on price evaluation.
- 7.1.2. NB: SACN reserves the right not to appoint a bidder who has quoted the lowest price.

Evaluation Criteria	Weight
1. Company experience in Courier Services Bidders must provide business profile indicating years of company experience in rendering courier services: a. 01 year = 5 points b. 02 years = 10 points c. 03 years = 20 points d. 04 years = 30 points e. 05 years and above = 40 points	40%
2. Qualifications of the Account Manager Bidder must provide certified qualifications of the Account Manager and points will be allocated as follows: Bidder will score points on qualifications as follows: a. Certificate = 05 Points b. Diploma = 10 Points c. Degree and higher = 15 Points d. Masters Degree and higher= 20 Points	20%
3. Contactable Reference Contactable Reference The bidder must submit reference letters from clients who have acquired the same type of service from the bidder. Reference letters must include the name of the organisation, contact person, contact details and it must be signed and be on the client's letterhead. The bidder to provide a minimum of 02 reference letters. a. 01 to 02 reference letters = 05 points b. 03 reference letters = 08 points	20%

c. 04 reference letters = 10 points d. 05 reference letters = 15 points e. Above 06 reference letters = 20 points	
4. Methodology and Approach Methodology and Project Plan of how the service provider proposes to approach the specified assignment and demonstrate their capacity to deliver the assignment showing tasks, timelines and other relevant factors pertaining to the provision of the services. Provide a detailed work plan how to take over the current services without affecting operations. a. Methodology with clear activities (Bidders must clearly demonstrate the turnaround times on desktop support activities) = 0-30 points b. Distribution of resources and reporting structure = 0-10 points	20%
Maximum percentage	100%
Minimum percentage required to proceed to next evaluation stage	75%

8. SERVICE LEVEL AGREEMENT

- 8.1. Upon award the SACN and the successful bidder will conclude a supplementary agreement regulating the specific terms and conditions applicable to the services being procured by which the SACN, more or less in the format of the draft Service Level Agreement included in this RFP.
- 8.2. The SACN reserves the right to vary the proposed terms and conditions of the draft Service Level Agreement during the course of negotiations with a bidder by amending or adding thereto.
- 8.3. The SACN reserves the right to accept or reject any or all amendments or additions proposed by a bidder if such amendments or additions are unacceptable to SACN or pose a risk to the organization.

9. SPECIAL CONDITIONS OF THIS RFP

SACN reserves the right:

- 9.1. Not to award or cancel this RFP at any time and shall not be bound to accept the lowest or any Bid.
- 9.2. To negotiate with one or more preferred bidder(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other bidder(s) who has not been awarded the status of the preferred bidder(s).
- 9.3. To accept part of the RFP rather than the whole RFP.
- 9.4. To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the bidder(s), whether before or after adjudication of the Bid
- 9.5. To correct any mistakes at any stage of the RFP that may have been in the Bid documents or occurred at any stage of the RFP process.

- 9.6. To cancel and/or terminate the RFP process at any stage, including after the Closing Date and/or after presentations have been made, and/or after RFP have been evaluated and/or after the preferred bidder(s) have been notified of their status as such.
- 9.7. Conduct Financial Statement Analysis only on the recommended bidders after completion of the evaluation stage.
- 9.8. To award the RFP based on which bidder is offering the best value for money, even if such proposal is not the lowest priced proposal.
- 9.9. Not to award the RFP to bidder whose financial statements are not in order.
- 9.10. Award to multiple bidders to spread the risk.

10. PREPARATION COSTS

- 10.1. The Bidder will bear all its costs in preparing, submitting and presenting any response or RFP to this bid and all other costs incurred by it throughout the bid process. Furthermore, no statement in this bid will be construed as placing the SACN, its employees or agents under any obligation whatsoever, including in respect of costs, expenses or losses incurred by the bidder(s) in the preparation of their response to this bid.

11. TAX COMPLIANCE

- 11.1. No RFP shall be awarded to a bidder who is not tax compliant. The SACN reserves the right to withdraw an award made, or cancel a contract concluded with a successful bidder in the event that it is established that such bidder was in fact not tax compliant at the time of the award, or has submitted a fraudulent Tax Clearance Certificate to the SACN, or whose verification proves noncompliant. The SACN further reserves the right to cancel a contract with a successful bidder in the event that such bidder does not remain tax compliant for the full term of the contract.

12. SERVICE FEE

- PLEASE LIST SERVICE FEES IN SOUTH AFRICAN RAND. INCLUDING VAT.
OFFER TO BE VALID FOR 60 DAYS FROM THE CLOSING DATE OF BID.

ITEM No	Quantity	Description	Bid Price (in RSA currency including VAT)

1. The accompanying information must be used for the formulation of proposals.
2. Bidders are required to indicate a ceiling price based on the total estimated time for completion of all phases and including all expenses inclusive of VAT for the project.
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13. GENERAL

13.1. Regular Progress Assessments

- a) The service provider's performance will be assessed regularly. If there is dissatisfaction with the performance, the SLA stipulations will be exercised.
- b) The Key Account Manager will meet with the Finance Manager and/ or Supply Chain Management of the SACN to discuss issues of mutual concern, review performance and discuss any improvements to efficiency and effectiveness for the service rendered.

14. SUBMISSIONS AND ENQUIRIES

Inquiries regarding the call and project will be accepted no later than 05 April **2026**.

Final proposals should be emailed to Jabulani Sandleni at jabulani@sacities.net by the close of business on **08 April 2026** at 17:00 PM.