

**TERMS OF REFERENCE FOR THE APPOINTMENT OF A NATIONALLY BASED
SERVICE PROVIDER TO PROVIDE COURIER SERVICES TO THE W&RSETA FOR A
PERIOD OF FORTY-EIGHT (48) MONTHS**



1. INTRODUCTION

The Wholesale and Retail Sector Education and Training Authority (W&RSETA) was established in terms of the Skills Development Act (as amended). The public entity aims to facilitate the skills development needs of the Wholesale and Retail (W&R) sector through the implementation of learning programs, disbursement of grants and monitoring of education and training as outlined in the National Skills Development Plan (NSDP).

2. OBJECTIVE

The W&RSETA seeks to appoint a competent service provider to offer an efficient, secure, and compliant courier service across its national footprint.

The Service Provider must have a **national footprint in providing courier service** to large nationally based organizations (i.e. a service provider that has the required infrastructure and operations to service all nine provinces) ensuring secure, efficient, and compliant courier service for shipments through a single accountable offsite provider, while safeguarding their integrity, confidentiality, and availability. **The required services are for a period of forty-eight (48) months, but will not exceed 30 September 2030.** The services rendered must be aligned with the Postal Services Act 124 of 1998, Consumer Protection Act 68 of 2008, National Road Traffic Act 93 of 1996, Customs and Excise Act 91 of 1964, and Protection of Personal Information Act, among several others.

3. SCOPE OF SERVICE

The Service Provider will be required to render its services to the ten (10) W&RSETA Regional Offices and the W&RSETA Head Office. The services rendered may also include international shipments depending on the operational requirements of the WRSETA and will be as follows:

3.1. W&RSETA Offices

The services will be rendered for the ten (10) W&RSETA Regional Offices and the W&RSETA Head Offices, and the location of the W&RSETA offices is as follows:

Offices	Address
Head Office	1303 Heuwel Road, Riverside Office Park, Hennops House, Centurion
Eastern Cape	3 Surrey Road, Vincent, East London
Free State	8 Barnes Street, Westdene, Bloemfontein
Gauteng North	198 Lunnon Road, Egret Place, Hillcrest Office Park, Pretoria
Gauteng South	16 Empire Road, Hill on Empire, Building A, 1 st floor, Parktown, Johannesburg
KwaZulu Natal	19 Hurst Grove, 3rd Floor, 201b Clifton Place, Musgrave, Durban
Limpopo	60 Schoeman St, Thabakgolo building, 4th Floor, Polokwane
Mpumalanga	64 Mandela Street, 202 Parkmed Centre, Emalahleni
North West	155a Kruger Street, Rustenburg
Northern Cape	2 Kekewich Drive, Monridge Office Park, Building 6, Monument Heights, Kimberley
Western Cape	27 Willie van Schoor Avenue, Tyger Valley Chambers Building 5, 4th Floor, Tyger Valley, Bellville

Note: Should any of the offices relocate, the service provider will be notified, at least one month

before the intended relocation takes place.

3.2. Secure Collection and Transportation of Consignments

- Deploy tracked, tamper-evident vehicles.
- Maintain a secure chain of custody through real-time collection logging, waybill generation, and documented handovers at all stages.
- Staff involved in the handling of the W&RSETA consignments must sign confidentiality agreements with the service provider, and evidence thereof should be provided to W&RSETA when requested.
- Ensure availability of both scheduled pickups and urgent, same-day, holiday and weekend collections as and when required.
- Report incidents of delays, loss, tampering, or security breaches to W&RSETA within two (2) hours of occurrence.

3.3. Controlled Handling and Interim Storage of Consignments (If Applicable)

- Where interim holding of parcels is required, ensure secure, access-controlled facilities with environmental controls suitable for sensitive consignments.
- Implement fire detection and suppression mechanisms, water/flood protection, and pest control protocols.
- Restrict access to authorized personnel only, using auditable systems.
- Ensure 24/7 surveillance, audit-ready logs of access, and annual infrastructure audits for assurance and compliance. These should be made available to W&RSETA upon request.

3.4. Integrated Courier Management System

- Provide W&RSETA with a web-based courier management platform that enables:
 - Real-time tracking from collection to delivery;
 - Service logging by multiple authorized users across the country with a capability to be centrally managed from one central point [Head Office].
 - Searchable consignment history for audit trails and reporting;
 - Online quote generation, waybill printing, and incident alert notifications.
- The system must align with PoPIA, PAIA, and best practices in data protection and cybersecurity.
- Training, user manuals, and continuous technical support must be provided.

3.5. Time-Bound Delivery and Retrieval Services

- Honour the following service turnaround times:
 - Urgent Deliveries: Collection within 2 hours of request;
 - Deliveries within the agreed delivery time thresholds;
 - Standard Deliveries: Within 24 hours.
 - Overnight Express by 10:30
 - Domestic Budget Cargo
 - Domestic Same Day Express
 - International Import and Export Express
 - International Budget Cargo
- Secure packaging, verified handovers, and signature capture must be enforced at all delivery points.

- Maintain verifiable records of all consignments, including timestamps, location data, and recipient details.

3.6. Reporting and Billing Requirements

- Submit comprehensive monthly reports including:
 - Number of consignments delivered;
 - Route performance and service levels;
 - Incidents and resolutions;
 - Cost centre allocation and detailed invoicing.
- Include samples of electronically generated waybills, tracking logs, and activity statements.
- System must allow spend monitoring by W&RSETA throughout the month.

3.7. Risk Management

- Demonstrate contingency plans for high-risk events such as hijackings, vehicle breakdowns, or IT system failure.
- Maintain insurance covering:
 - Loss, theft, or damage to consignments;
 - Public liability and professional indemnity;
 - Business interruption due to courier failure.
- Submit a Business Continuity Plan (BCP) annually, detailing risk mitigation strategies and backup protocols for uninterrupted service delivery.

Given the sensitivity of consignments and associated information, the service provider must maintain and implement a Data Breach Response Plan that complies with the Protection of Personal Information Act (PoPIA) and cybersecurity best practices.

- Any actual or suspected breach must be:
 - Reported to W&RSETA within four (4) hours of discovery;
 - Investigated and documented within 24 hours, with all relevant facts and impacts recorded;
 - Accompanied by a root cause analysis and a corrective action plan to be submitted within seven (7) calendar days.
- Where legally required, the service provider must notify the **Information Regulator** and support any ensuing investigations.
- Robust **proactive cybersecurity measures** must be in place, including:
 - End-to-end encryption of data;
 - Multi-layered firewalls;
 - Access authentication protocols;
 - Regular vulnerability assessments and **independent penetration testing**.

4. CONTRACT AND PERFORMANCE MANAGEMENT

4.1. The appointed Service Provider will be required to sign a Service Level Agreement (SLA), which will be used to monitor and evaluate the performance of the Service Provider.

4.1.1. The SLA among others will cover:

- Clearly stipulate measurable performance indicators, including but not limited to:
 - Delivery response times per service tier (same-day, overnight, budget);
 - System uptime (target ≥ 95%);
 - Incident resolution timelines;
 - Billing and reporting accuracy.
- Enforce sanctions for underperformance, which may include:
 - Financial penalties or service credits;
 - Withholding of payments pending SLA resolution;
 - Escalation through a formal breach protocol and potential contract termination.
- Require monthly SLA assessments, to be **linked directly** to invoice approval, ensuring that payment is contingent upon demonstrable delivery and compliance.

4.2. PERFORMANCE MONITORING

4.2.1. The appointed service provider shall be subjected to rigorous performance monitoring to ensure excellence, consistency, and accountability in the delivery of courier services to W&RSETA.

- Monthly performance reports shall be submitted, detailing:
 - **Collection and delivery turnaround times**, segmented by priority level;
 - **Proof-of-delivery accuracy and completeness**;
 - **System uptime and downtime** for the courier management platform;
 - **Reported service incidents**, including delays, misdeliveries, or security concerns, along with their resolution status.
- The service provider shall participate in **quarterly contract performance review meetings** with W&RSETA to evaluate compliance with contractual obligations and identify opportunities for continuous improvement.
 - Provider must maintain an acceptable service level compliance rate at all times. Recurrent underperformance or material breach of standards shall trigger formal review processes, which may include remedial action, penalties, or contract termination.
 - The appointed service provider is expected to maintain a proactive relationship with W&RSETA, guided by transparency, professionalism, and responsiveness.

5. LEGISLATIVE AND REGULATORY COMPLIANCE

5.1. The appointed courier service provider shall operate in full compliance with all applicable **South African legislation, industry regulations, and statutory standards** governing courier and logistics operations. This includes, but is not limited to:

- The South African Postal Service Act 124 of 1998
- The National Road Traffic Act, 1996 (Act No. 93 of 1996) and applicable vehicle roadworthiness regulations;
- The Independent Communications Authority of South Africa (ICASA) postal regulations for unreserved postal services;
- The Protection of Personal Information Act, 2013 (PoPIA) for the lawful handling of personal and confidential information during transportation;
- The Promotion of Access to Information Act, 2000 (PAIA), as it relates to access and protection of records in transit;
- Applicable municipal by-laws affecting logistics, deliveries, and operating hours;
- The Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000) and associated regulations.

5.2. The service provider must possess and maintain all relevant licences, certifications, vehicle permits, and insurance policies required to operate legally and responsibly.

6. EXPECTED TERMS OF ENGAGEMENT

6.1. The contractual terms and conditions will be governed by a formal Service Level Agreement (SLA) to be concluded between W&RSETA and the successful tenderer. This agreement shall include:

- Duration of the contract and renewal conditions;
- Defined service levels and turnaround expectations;
- Compliance monitoring, reporting, and review mechanisms;
- Confidentiality, indemnity, and data protection clauses;
- Termination and transition protocols.

6.2. All services rendered under this engagement shall be aligned with public sector procurement standards and the W&RSETA's internal governance requirements.

7. PRICING STRUCTURE AND COSTING REQUIREMENTS

7.1. Proposals must include all costing inclusive of VAT.

7.2. All bidders are required to submit their cost breakdown in the table herein below marked as Annexure A.

7.3. Valid for **a minimum period of 120 calendar days** from the closing date of the tender.

7.4. Bidders must ensure the pricing submitted is accurate, comprehensive, and aligned with the specifications outlined in this Terms of Reference.

8. EVALUATION PHASES

8.1. The evaluation of tenders will be performed using the 80/20 principle.

8.2. The received bid proposals will be evaluated in different phases to arrive at the final phase of the bid award, and the phases will be as follows:

8.2.1. **Phase 1: Compliance Evaluation Criteria**

8.2.1.1. **Stage 1: Administrative Requirements**

- In this phase, all bids received will be verified for compliance and completeness of the submitted proposal per the below set of administrative requirements.
- Invitation to Bid (SBD 1) must be fully completed.
- Completed and signed SBD 4 (Declaration of Interest),
- Completed SBD 6.1 (Preference Claim Certificate), accompanied by the original or certified B-BBEE Status
- Proof of registration on the Central Supplier Database.
- SARS PIN for confirmation of tax registration status

NB: All bidders who complied with the administrative/minimum requirements progress to phase 2 for further evaluation per the below-set criteria.

8.2.1.2. **Stage 2: Mandatory Requirements**

- The bidder must submit a copy of a valid certificate or confirmation letter of registration with ICASA (Independent Communications Authority of South Africa) or similar institution to operate an unreserved postal service
- The bidder must submit a copy of Insurance (Public liability and professional indemnity); to cover for Loss, theft, or damage to consignments or business interruption due to courier failure.

8.2.2. **Phase 2: Detail Technical Evaluation Criteria and Point Allocation**

In this phase, all bids that meet all the requirements in terms of compliance and completeness of the submitted proposals per the set of mandatory requirements on Phase One (01) progress to Phase Two (02) for further evaluation per the below-set evaluation criteria as captured in Annexure B: Technical Evaluation Assessment.

ANNEXURE A: PRICING SCHEDULE FOR COURIER SERVICES

Instructions for Bidders:

- Price Escalation is applied at the anniversary of the contract.
- **Bidders must provide all-inclusive prices (packaging, fuel levies, tolls, insurance, shipment, and all other applicable surcharges).**
- All quoted rates must be VAT inclusive.

NOTE: The breakdown below will be used for evaluation purposes only

RATE PER AREA / SERVICE		FY 2026	FY 2027	FY 2028	FY 2029	FY 2030
Rate per kg (including insurance rate and all applicable charges)						
LOCAL DELIVERIES – SAME PROVINCE	Same-day delivery	R -	R -	R -	R -	R -
	Overnight delivery	R -	R -	R -	R -	R -
	Economy/next business day	R -	R -	R -	R -	R -
	Weekend deliveries	R -	R -	R -	R -	R -
	Holiday deliveries	R -	R -	R -	R -	R -
		R -	R -	R -	R -	R -
INTER-PROVINCIAL DELIVERIES	Same-day delivery	R -	R -	R -	R -	R -
	Overnight delivery	R -	R -	R -	R -	R -
	Economy/next business day	R -	R -	R -	R -	R -
	Weekend deliveries	R -	R -	R -	R -	R -
	Holiday deliveries	R -	R -	R -	R -	R -
		R -	R -	R -	R -	R -
RURAL/ OUTLYING	Standard delivery (up to 5 days)	R -	R -	R -	R -	R -
INTERNATIONAL DELIVERIES	Express international	R -	R -	R -	R -	R -
	Economy/ Budget international	R -	R -	R -	R -	R -
VALUE-ADDED SERVICE	Scheduled collection	R -	R -	R -	R -	R -
	Unscheduled (Ad-hoc) collection	R -	R -	R -	R -	R -
	Secure interim storage	R -	R -	R -	R -	R -
	Special handling (fragile, confidential)	R -	R -	R -	R -	R -
OTHER SURCHARGES	After-hours deliveries	R -	R -	R -	R -	R -
	Early deliveries	R -	R -	R -	R -	R -
	Formal documents	R -	R -	R -	R -	R -
Total						

**ANNEXURE B: TECHNICAL EVALUATION ASSESSMENT
PHASE 2: TECHNICAL EVALUATION & DUE DILIGENCE
STAGE 1: TECHNICAL EVALUATION CRITERIA**

80/20 preferential point system will be applied.

The Technical threshold for this bid is 80%. Bidders that fail to meet the 80% threshold will not be considered for Preference and Price Evaluation. In this phase, the Bidders must also submit supporting documents as indicated in the last column “Supporting Documents”.

Evaluation Criteria	Submission requirements	Points	Supporting Documents
1. Capacity to Deliver	<p>Provide four (4) reference letters confirming that the bidder has provided courier services within the past five (5) years. The W&RSETA reserves the right to verify authenticity of agreements/references provided by the bidder.</p> <p>0=0 points No evidence submitted</p> <p>1=8 points One (1) signed reference letter on the client's official letterhead confirming satisfactory provision of courier services to an organisation with a national operational footprint. The letter must include contactable references. The service must have been provided within the past five years.</p> <p>2=16 points Two (2) signed reference letters on the clients' official letterheads confirming satisfactory provision of courier services to the organisations with a national operational footprint. The letters must include contactable references. The services must have been provided within the past five years.</p> <p>3=24 points Three (3) signed reference letters on the clients' official letterheads confirming satisfactory provision of courier services to the organisations with a national operational footprint. The letters must include contactable references. The services must have been provided within the past five years.</p> <p>4=32 points Four (4) signed reference letters on the clients' official letterheads confirming satisfactory provision of courier services to the organisations with a national operational footprint. The letters must include contactable references. The services must have been provided within the past five years.</p> <p>5=40 points Five (5) signed reference letters on the clients' official letterheads confirming satisfactory provision of courier services to the organisations with a national operational footprint. The services must have been provided within the past five years.</p>	40 Points	Reference letters or appointment letters in relation to courier service provided
2. Experience and Expertise	Bidders must submit CV of the Key Account Manager, indicating five to seven years of experience in operations management level or management of a courier services.	30 Points	CV demonstrating experience

0=0 points	Zero evidence submitted or less than one year experience submitted
1=15 points	Key Account Manager, with between one (1) to five (5) years experience in operations management level or management of courier services.
2=24 points	Key Account Manager, with five (5) to seven (7) years experience in operations management level or management of a courier services.
3=30 points	Key Account Manager, with more than seven (7) years experience or more in operations management level or management of a courier services.

Evaluation Criteria	Submission requirements	Points	Supporting Documents
3. Integrated Courier Management System	<p>Availability of a real-time electronic tracking and management system for the courier service</p> <p>0=0 points 1=15 points</p> <p>No electronic tracking system.</p> <p>Tracking system is in place and is fully functional, ready to be deployed to W&RSETA should the bidder be successful. which should have these features as a minimum:</p> <ul style="list-style-type: none"> • Enable the W&RSETA to place/ log a request for collection and/ or deliveries. (3 points) • Enable the W&RSETA to track all consignments. (2 Points) • Provide online quotes for all documents or parcels. (2 Points) • Provide early alerts for any delays that fall outside the agreed timelines. (2 Points) • Provide proof of delivery once a consignment has been delivered. (2 Points) • Keep history of the past collections and/ or deliveries for audit and information purposes. (2 Points) • Generate waybill activity reports, online statements, and invoices. (2 Points) 	<p>15 Points</p>	<p>System document screenshots confirming the existence of a fully functional integrated Courier Management System that is ready for deployment to W&RSETA.</p>

<p>4. Fleet availability to cover the national footprint of W&RSETA</p>	<p>Copies of RC1 documents for each vehicle available for use in the delivery of the courier service (Total of 51 required). In the event that some of the vehicles will be sourced from a third party, a signed undertaking or agreement between the third party and the bidder confirming such formal arrangements between the third party and the bidder on the supply of the required fleet. RC1 documents will have to be submitted even in the case of the vehicles to be sourced from a third party. For full points on this criterion, the minimum number of vehicles required is fifty-one (51) vehicles.</p>		<p>15 Points</p>	<p>Copies of fifty-one (51) RC1 documents confirming the ownership of the required fleet.</p>
	0-20 Vehicles = 0 points	Up to twenty (20) RC1 documents confirming the available fleet.		
	21-50 Vehicles= 12 points	Twenty-one (21) to fifty (50) RC1 documents confirming the available fleet.		
	51 Vehicles or more = 15 points	Fifty-one (51) RC1 documents confirming the available fleet.		

STAGE 2: DUE DILIGENCE EVALUATION CRITERIA

W&RSETA will conduct comprehensive due diligence on all shortlisted bidders prior to final award. This may include:

- Verification of operational capacity, including fleet availability and infrastructure;
- Site inspection of dispatch hubs or regional offices;
- Review of compliance certifications, security protocols, and business continuity plans;
- Engagement with referenced clients to assess service track record.
- Only bidders who successfully pass due diligence assessments will proceed to price and specific goals evaluation stage.

Due Diligence Checklist

The threshold for the due diligence evaluation criteria is 70%, bids that fail to meet the 70% threshold will not be considered for Preference and Price Evaluation.

Due diligence will only be conducted in the bidder’s one chosen operational center.

This checklist outlines the physical and tangible items that will be assessed during due diligence evaluation of a courier service bidder. It is designed to ensure that all critical factors are verified on-site and documented.					
Category	Assessment Item	Description / Check	Weight (%)	Score	Comments / Observations
Security	Perimeter Security	Fencing/walls in place; secure gates; CCTV 24/7 coverage	10		
Security	Access Control inside the facilities	Electronic access: visitor log maintained	10		
Security	Surveillance	CCTV 24/7 with recording	5		
Security	Alarm Systems	Intrusion alarms linked to armed response guards	10		
Security	Security Personnel	PSIRA-registered guards on-site	5		
Building Integrity	Fire Protection	Smoke detectors, alarms operational	10		
Building Integrity	Fire Suppression	Sprinklers, extinguishers	10		
Building Integrity	Temperature Control	Climate control (temp & humidity)	10		
Building Integrity	Flood / Water Protection	Raised flooring, flood barriers	10		
Information Security	Disaster Recovery Plan	Documented and/tested Disaster Recovery Plan	10		
Operational Processes	Retrieval Process	Documented procedures	10		
TOTAL SCORE			100		