
**ANNEXURE B – TERMS OF REFERENCE: APPOINTMENT OF COURIER SERVICE
COMPANIES (PANEL APPOINTMENT)**

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1. ORGANISATIONAL OVERVIEW

Soul City Institute (SCI) is an intersectional feminist organisation working to ensure that girls, young women, and gender minorities enjoy substantive equality, with access to resources and opportunities that enable them to live fulfilling lives

SOUL CITY is guided by the South African Constitution, with a focus on parts such as Section 27 that outline that everyone has the right to have access to healthcare services, including reproductive healthcare. We work tirelessly to make these and other rights such as the right to freedom, dignity and equality a reality for all, particularly for those who find themselves on the margins of oppression. SCI operates according to the principles and values of human rights, using an intersectional approach to ensure that nobody is left behind in the goal of eradicating poverty and ensuring equity for all.

2. BACKGROUND

SCI staff and project teams frequently require courier services for the movement of critical documentation, office equipment, and programmatic materials to and from head office, as well as across nine provinces.

To ensure efficiency, compliance, and cost-effectiveness in courier management, SCI will appoint a panel of two (2) qualified courier service providers.

Appointment to the panel does not guarantee any volume or allocation of work. SCI reserves the right, at its sole discretion, to utilise one or both appointed bidders based on operational requirements, performance, availability, cost considerations, or any other relevant factors.

The appointed bidders will ensure:

- Timely and safe delivery of items.
- Compliance with SCI procurement policies, including approval, expense management, and authorisation processes.
- Clear accountability and reporting for all deliveries.

The panel arrangement is intended to ensure full coverage across all provinces and provide contingency options in case of service disruptions.

3. SCOPE OF WORK

The selected bidders will be responsible for the following core functions:

3.1. Courier Bookings and Reservations

- Facilitate all courier bookings.
- Ensure that all courier bookings meet online system approval requirements before execution.
- Provide the most cost-effective options for the transportation of material and equipment with adequate safety precautions.
- Offer booking assistance where required by dedicated SCI booking staff.

3.2. Cancellations, Changes, and Refunds

- Handle all courier bookings, changes, cancellations, and refunds (where necessary) efficiently and transparently.
- Document reasons for cancellations and ensure adherence to SCI's authorisation and cost recovery procedures.

3.3. Account Management & Reporting

- Provide a dedicated key accounts consultant or account manager for SCI.
- Provide detailed monthly courier reports showing bookings, requester names, costs, recipient details, and times of receipt with signatures.
- Maintain insurance coverage for items transported.
- Reconcile expenses and credit notes and provide monthly statements

3.4. Compliance & Risk Management

- Ensure that all bookings and packaging adhere to safety standards and insurance requirements.
- Adhere to road safety and transport legislation.
- Maintain contingency procedures for lost, delayed, or damaged consignments.

3.5. Value-Added Service

- Maintain systems for secure data management and compliance with POPIA.
- Provide electronic tracking or proof of delivery where possible.

3.6. Multi-Provincial Operations

- Each appointed bidder must provide full coverage across all nine provinces.
- Bidders must demonstrate capacity to handle deliveries to every province, including contingency arrangements for driver or vehicle unavailability.
- Subcontractors may only be used with prior written approval from SCI and will not absolve bidders of responsibility for their deliveries.
- Bidders must maintain coordination with SCI to ensure uninterrupted service and timely reporting.

4. EXPERTISE AND CAPACITY REQUIREMENTS

Bidders must demonstrate the following capabilities:

- **Company Registration & Legal Compliance**
 - Proof of CIPC registration.
 - Compliance with SARS tax obligations.
 - Valid business insurance covering cargo, vehicles, and liability.
- **Experience:**
 - Minimum of 5 years' experience providing courier services.
 - Proven track record of managing multi-provincial deliveries across South Africa.
- **Industry Recognition / Accreditation:**

- Membership of a recognised courier or transport association, such as the South African Courier and Express Logistics Association (SACELA), Road Freight Association (RFA), or equivalent.
- ISO certification (e.g., ISO 9001 Quality Management) is a value-add but not mandatory.
- **System Capability:**
 - Access to online booking, tracking, and reporting systems.
 - Ability to provide training to SCI staff on system use.
- **Account Management:** Capacity to provide a dedicated account manager with clear escalation protocols.
- **Financial Controls:** Capacity to provide reconciled invoicing aligned to project or cost centre codes.
- **References:** At least three contactable references from similar organisations demonstrating reliability, capacity, and multi-provincial courier management.

5. ESTIMATED CONTRACT PERIOD

The contract will be valid for a period of twenty-four (24) months, renewable subject to the availability and approval of donor funding and satisfactory performance review.

6. SET-UP AND TRANSITION ARRANGEMENTS

The successful bidder will be required to undertake a comprehensive system set-up and transition process to SCI to ensure uninterrupted courier management services.

- A system set-up and training period of one (1) month will be allocated immediately following the award of the contract.
- During this period, the newly appointed courier management company will work closely with the dedicated SCI courier management staff to ensure online systems are set-up and staff is trained on the smooth navigation and management thereof.
- The courier management company must also ensure that its booking and reporting systems are fully operational, tested, and accessible to SCI staff before assuming full responsibility for service delivery.

7. PROPOSAL SUBMISSION REQUIREMENTS

Bidders must submit a single, consolidated proposal in PDF format, with all files clearly labeled according to the submission checklist. The proposal must include:

- Company profile and proof of registration.
- Evidence of compliance with all requirements listed under Section 4 (Expertise & Capacity Requirements), including system screenshots, references, and contingency plans.
- Evidence of insurance provided in the form of policy schedule or signed letter
- Description of systems and tools used for courier management.
- CVs of key personnel and proposed account manager.
- At least three (3) reference letters from previous or current clients, including contactable details and engagement dates.
- Completed pricing schedule submitted strictly in accordance with Annexure C (Excel pricing template).
Bidders may not submit alternative rate cards, pricing models, or units of measure.
- B-BBEE certificate or affidavit.

- Geographic coverage capabilities (which provinces/routes are reliably serviced).
- Contingency arrangements for vehicle or driver unavailability.
- Approach for coordination with other appointed bidders, where applicable (handover, escalation, reporting).

All evidence, except the completed pricing schedule (Annexure C, Excel format), must be submitted in PDF format and clearly labelled per the submission checklist. Incomplete, incorrectly formatted, unlabelled, or missing documentation may lead to disqualification.

8. PAYMENT TERMS

SCI operates strictly on a post-service payment basis.

- SCI is under no obligation to allocate work equally or exclusively between panel members.
- Payments will be made per bidder, based on deliveries and services actually rendered and approved by SCI.
- Each bidder is individually responsible for invoicing, reporting, and reconciling costs for their portion of the panel services.
- Payment will be made within thirty (30) days of receipt of a valid, approved invoice.
- Invoices must reference booking, requester and authorisation details.
- SCI will not be liable for any charges not provided for in Annexure C or not expressly approved in writing prior to service execution.