



REQUESTS FOR PROPOSALS (RFP)

RFP NUMBER: 02/2024

**RFQ DESCRIPTION:
DOOR-TO-DOOR SECURE COURIER SERVICES FOR A PERIOD
OF FIVE (5) YEARS**

CLOSING DATE: 29 JULY 2024. TIME: 15:00

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ADVERT: REQUESTS FOR QUOTATION: DOOR-TO-DOOR SECURE COURIER SERVICES

South African Pharmacy Council (SAPC) is a statutory health council/regulatory authority established in terms of the Pharmacy Act, 53 of 1974. SAPC invites hereby invites reputable qualified service providers to provide a comprehensive courier solution to deliver nationwide annually 15 000 registration documents and 650 high secure registration documents internationally for a period of five (5) years.

A compulsory briefing session will be held virtually via Microsoft Teams on 12 July 2024 (09h00-11h00). Login details of the briefing session and RFP documents are on the Tender Page found on the home page of our website (<https://www.sapc.za.org/tenders>)

The SAPC subscribes to the Department of Trade, Industry and Competition's (DTIC) B-BBEE Balanced Scorecard for the accreditation of all proposals, in accordance with the latest DTIC Codes of Good Practice.

Submission requirements: • Company profile • Tax Clearance Certificate • BBBEE Rating Scorecard • At least three recent contactable references • Door-to-Door Courier Services • ID confirmation upon delivery to the intended recipient • Confirmation of delivery date and address (telephonically and per sms) • Electronic Proof of Delivery (POD) submitted to the office of Council • Electronic copy of signed waybills • Complete pricing.

Proposals should be submitted in soft copy to Ms Refilwe Mutlane at tenders@sapc.za.org, or on a USB stick in a sealed envelope at the SAPC Building 591 Belvedere Street, Arcadia, 0083.

South African Pharmacy Council reserves the right to accept or reject any service provider or part of their services.

The SAPC is not bound to accept any tender and reserves the right to cancel, withdraw or decline services/tenders in respect of the tenders received, as well as to re-advertise at its sole discretion.

1. INTRODUCTION

South African Pharmacy Council (SAPC) is a regulatory authority established in terms of the Pharmacy Act, 53 of 1974 with offices in Pretoria (Arcadia and Hatfield) and hereby invites suitably reputable qualified service providers to provide a comprehensive courier solution for a period of five (5) years. This document provides guidelines to service providers/firms wishing to submit proposals in terms of Request for Quotations No. 2/2024 – Door-to-Door Secure Courier Services.

2. SAPC BACKGROUND

The SAPC is an independent statutory health council established by the legislature in recognition of the pharmacy profession as an exclusive occupational group, and to regulate such profession. The SAPC is responsible for its own funding.

In terms of Section 3 of the Pharmacy Act, 53 of 1974, the objects of the SAPC shall be to:

- 2.1 Assist in the promotion of the health of the population of the Republic;
- 2.2 Advise the Minister, or any other person, on any matter relating to pharmacy;
- 2.3 Promote the provision of pharmaceutical care which complies with universal norms and values, in both the public and private sectors, with the goal of achieving definite therapeutic outcomes for the health and quality of life of a patient;
- 2.4 Uphold and safeguard the rights of the general public to universally acceptable standards of pharmacy practice in both the public and private sectors;
- 2.5 Establish, develop, maintain and control universally acceptable standards-
 - 2.5.1 in pharmaceutical education and training;
 - 2.5.2 for the registration of a person who provides one or more or all of the services which form part of the scope of practice of the category in which such person is registered;
 - 2.5.3 of the practice of the various categories of persons required to be registered in terms of this Act;
 - 2.5.4 of the professional conduct required of persons to be registered in terms of the Act; and
 - 2.5.5 of the control over persons registered in terms of this Act by investigating in accordance with this Act complaints or accusations relating to the conduct of registered persons;
- 2.6 to be transparent to the profession and the general public in achieving its objectives, performing its functions, and executing its powers;
- 2.7 to maintain and enhance the dignity of the pharmacy profession and the integrity of persons practising that profession.

- 2.8 To promote transparency to the profession and the general public in line with good corporate governance principles;
- 2.9 To maintain and enhance the dignity of the pharmacy profession;
- 2.10 To co-ordinate the activities of Council and its committees, give guidance to the Office of the Registrar, and provide oversight on risk management and financial controls;
- 2.11 To improve internal efficiency and effectiveness; and
- 2.12 To build a pipeline of highly skilled workers to meet the Councils mandate through training, implementation of performance management and retention of key personnel.

3. SCOPE OF WORK AND DELIVERABLES

3.1 Quantity and Size of Documents

- (a) Nationwide delivery of 12 000 A4 registration documents annually <500 gsm.
- (b) International delivery of 350 A4 registration documents annually (7 days) <500 gsm to (but not limited to) the following countries:
 - (i) Australia
 - (ii) Botswana
 - (iii) Canada
 - (iv) Germany
 - (v) Ireland
 - (vi) Malawi
 - (vii) Namibia
 - (viii) New Zealand
 - (ix) United Kingdom
 - (x) USA
 - (xi) Zimbabwe
- (c) National delivery of 4400 A2 Patient Rights & Responsibilities Posters 42.0 (W) x 59.4 (H) cm (Mass 1 kg). Please note this quantity is a once off project that will be conducted in 2025 thereafter an average quantity of 200 Posters per annum is estimated.
- (d) Include the following prices of the destination areas in the proposal. Package weight should also be included:
 - (i) Economy Service; and
 - (ii) Express Service
 - (iii) Overnight
 - (iv) Same day

3.2 Service Deliverables

- (a) Queries sent to Courier Service Provider be attended to within 24hrs (customer service);
- (b) Installation and training on Courier Service Provider system for five (5) SAPC users;
- (c) Easy Track-and-Trace of parcel movement during transit on Courier Service Provider tracking system;
- (d) Clients to be contacted and communicated with by Courier Service Provider and multiple attempts to deliver parcel before returning the parcel to SAPC;
- (e) ID confirmation upon delivery to the intended recipient;
- (f) Proof of Delivery (PODs) for each parcel be available on the Courier Service Provider system online;
- (g) Proof of Collection (POCs) for each parcel be available on the Courier Service Provider system online;
- (h) Courier Service Provider system should be user friendly so that the SAPC employees working on the system are not experiencing any login or connectivity issues;
- (i) SAPC be allowed access to the Courier Service Provider system to create our own collection from Universities etc;
- (j) SMS notifications are to be sent out by the Courier Service Provider prior to delivery so any address or availability issues can be dealt with or rectified before delivery is attempted and parcels are expected when delivered;
- (k) The Courier Service Provider system and customer should facilitate redirecting parcel when clients have relocated without informing council;
- (l) Courier Service Provider Account manager is responsive to SAPC needs and great customer service is experienced;
- (m) Packing materials stock to be delivered ahead of time;
- (n) Courier Service Provider Statements are accessible online;
- (o) Invoices be submitted and matched to the PODs sent for the same period;
- (p) All queries and complaints regarding courier and delivery of certificates be resolved; and
- (q) Daily collections at agreed times from the SAPC offices by the Courier Service Provider.

4. CONTRACT PERIOD

SAPC is looking to enter into a contract with a reputable Courier Service Provider company for a period of five (5) years.

5. SERVICE PROVIDER ORGANISATION DUTIES AND RESPONSIBILITIES

The service provider will be required to fully comply with all requirements/deliverables as stipulated in section 3 of this document.

6. DESIRED CONFIDENTIALITY TERMS AND CONDITIONS

- 6.1 The successful service provider must strictly treat all SAPC's information with a high degree of confidentiality.
- 6.2 The SAPC's information must not be provided by any means to a third party.
- 6.3 The successful service provider must be compliant with the requirements of the POPI Act.
- 6.4 SAPC undertake to maintain confidentiality relating to any unpublished information you supply to us as part of this RFP and will only use any information provided for the purposes of evaluating this RFP.
- 6.5 South African Pharmacy Council reserves the right:
 - (a) To negotiate with one or more preferred service provider(s) identified in the evaluation process, regarding any terms and conditions, including price without offering the same opportunity to any other service provider (s) who has not been awarded the status of the preferred service provider,
 - (b) To carry out site inspections, product evaluations or explanatory meetings in order to verify the nature and quality of the services offered by the service provider (s), whether before or after adjudication of the RFP,
 - (c) To correct any mistake at any stage of the RFP that may have been in the RFP documents or occurred at any stage of the RFP process, and
 - (d) 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 proposals have been evaluated and/or after the preferred service provider have been notified of their status as such.

7. CONTENT OF THE PROPOSAL

The proposal must include the following:

- 7.1 Company profile and relevant experience.
- 7.2 BBBEE Rating scorecard.
- 7.3 Valid tax compliance status certificate.

- 7.4 Company registration documents.
- 7.5 At least three contactable references.
- 7.6 Complete pricing/ costing
- 7.7 Pricing must be inclusive of VAT.

Other important conditions:

- 7.8 The prospective service provider/ firm is responsible for all costs incurred in the preparation and submission of the proposal.
- 7.9 By accepting to take part in the proposal process, you agree to keep all information shared with you in relation to the proposal process confidential, not to disclose it to third parties and not to use it for purposes other than the proposal.
- 7.10 The SAPC reserves the right not to award this contract.
- 7.11 The SAPC reserves the right to disregard a firm's proposal should it be found that work was previously undertaken for the SAPC to which poor performance was noted during the execution of such contract in the last 5 years.
- 7.12 Should the bidder present information intentionally incorrectly/fraudulently their proposal will be disqualified.
- 7.13 It is the responsibility of prospective service providers to ensure that their proposal is submitted before the closing date and time of the RFP, and to ensure that the proposal is received by the SAPC.

8. ENQUIRIES AND SUBMISSION

- 8.1 All enquiries must be made in writing and will be responded to during office hours 08:00 to 15:00, Monday to Friday.

Refilwe Mutlane	E-mail: tenders@sapc.za.org
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- 8.1 Proposals should be submitted by **29 July 2024 at 15:00** in soft copy format to tenders@sapc.za.org or on a USB in a sealed envelope at the SAPC Building, 591 Belvedere Street, Arcadia 0083.
- 8.2 Proposals not meeting the submission requirements or submitted after the due date will be disqualified.
- 8.3 If you do not hear from us within 90 days after the closing date, please accept that your proposal was unsuccessful.

9. EVALUATION OF PROPOSALS

- 9.1 The SAPC will apply the principles of the Preferential Procurement Policy Framework Act, Act No. 5 of 2000/ (PPPFA) to this proposal.

9.2 The evaluation of the proposals will be based on the 90/10 PPPFA principle and will be done in three (3) phases, namely-

- (a) Pre-qualifications.
- (b) Functionality.
- (c) Pricing.
- (d) BBBEE.

9.3 Phase 1- Pre-qualification Evaluation

Proposals will be disqualified or excluded under any of the conditions listed below by the Adjudicating Committee:

- (a) Submission after the deadline.
- (b) Proposals submitted at an incorrect location.
- (c) Proposals submitted in the wrong format; other than via email or soft copy on a USB dropped at designated location per Paragraph 5.2 above.
- (d) Service providers whose tax matters/ statuses are not in good standing with the South African Revenue Service (SARS).
- (e) Proposal not fully completed.
- (f) BBBEE Original Certificate/ Affidavit (not older than 3 Months) not submitted or an expired certificate is submitted.
- (g) No company registration documents, and IDs of registered directors are submitted.

9.4 Phase 2 - Functionality Evaluation

- (a) A total of 27 points (30% of 90) is allocated for the functionality score. A minimum score of 70% on functionality will be required to qualify for Phase 3 evaluation.
- (b) A form will be used to evaluate proposals by members of the Tender Committee, and thereafter an average/aggregate score of the committee.

9.5 Phase 3: Pricing and Black Economic Empowerment (BEE)

- (a) A maximum of 63 points is allocated for price on the following basis/ formula.

$$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where -

P_s =
Points scored for price of bid under consideration

Pt =
Rand value of bid under consideration

Pmin = Rand value of the lowest acceptable bid

- (b) A maximum of 10 points is allocated to BBBEE on the following sliding scale.

BBBEE Status	BBBEE Scorecard rating	BBBEE Points
Level 1 Contributor	100 Points and above	10
Level 2 Contributor	Between 85 and 100 points	9
Level 3 Contributor	Between 75 and 85 points	8
Level 4 Contributor	Between 65 and 75 points	5
Level 5 Contributor	Between 55 and 65 points	4
Level 6 Contributor	Between 45 and 55 points	3
Level 7 Contributor	Between 40 and 45 points	2
Level 8 Contributor	Between 30 and 40 points	1
Non-Compliant Contributor	Less than 30	0

9.6

The overall aggregate score for firms qualifying for consideration at Phase 3 evaluation will be used to recommend appointment to the Executive Committee of SAPC.

Description	Maximum points
Functionality	27
Pricing	63
BBBEE	10
Total Points	100

COURIER SERVICE PROVIDER COMPANY	
RFP NUMBER:	
Service Provider Name:	

	SERVICE	ONCE-OFF COST (Excl.)
Part A	Once-off Implementation Costs: Includes: - Software - Project/Professional Fees - Other	R

Part B	Courier Services
Total cost: Year 1	
Total cost: Year 2	
Total cost: Year 3	
Total cost: Year 4	
Total cost: Year 5	
TOTAL	

TOTAL BID COST (VAT EXCL.)	R
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TOTAL BID COST (VAT INCLUSIVE)	R
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