



## international relations & cooperation

Department:  
International Relations and Cooperation  
REPUBLIC OF SOUTH AFRICA

### TERMS OF REFERENCE

**DIRCO: REQUEST FOR A SERVICE PROVIDER [any NATURAL or JURISTIC PERSON(S)], BASED IN SOUTH AFRICA TO PROVIDE SERVICES FOR THE REMOVAL, PACKING, STORAGE (IN SOUTH AFRICA ONLY) AND INSURANCE OF HOUSEHOLD GOODS AND VEHICLES OF TRANSFERRED OFFICIALS, TO & FROM MISSIONS ABROAD, AND DOMESTIC MOVES WITHIN THE RSA, OF THE DEPARTMENT OF INTERNATIONAL RELATIONS AND COOPERATION (DIRCO) FOR A PERIOD OF FOUR (4) YEARS, WITH THE DEPARTMENT RETAINING THE OPTION TO EXTEND UP TO A MAXIMUM PERIOD OF 2 YEARS.**

**1. PURPOSE**

The Service Provider will be responsible for the packing, removal, packing, storage (in South Africa only) and insurance of household goods and vehicles of officials transferred to and from South African missions abroad and domestic moves to provinces within the RSA for a period of four (4) years.

**2. BACKGROUND**

DIRCO officials are transferred for a period of four years to and from missions abroad. During which time the household goods and personal effects must be kept safe for the said period of transfer, as well as the redelivery thereof, upon their return, in the RSA. Several partner Departments have representation abroad requiring the placement of their officials in those missions under the same privileges as accorded to the DIRCO officials.

**3. SCOPE OF WORK**

- 3.1 The Service Provider will be responsible for the packing, according to detailed specifications, of a transferred official's household goods and personal effects or departmental furniture and equipment. The Service Provider will be responsible for the shipment and storage of a transferred official's household goods and personal effects or departmental furniture and equipment. The Service Provider shall provide DIRCO with a pre-move survey for each request.
- 3.2 Once the pre-move survey has been conducted, the Service Provider will, in writing, provide a complete breakdown of estimated volumes in respect of each shipment of the official on transfer to the designated DIRCO transfer official within 48 hours. The Service Provider has to reserve sufficient teams (packing/ unpacking) in South Africa, for the DIRCO contract, as per functionality criteria, especially during the two main transfer cycles (December/ January & June/ July).
- 3.3 The Service Provider will be responsible for the removal of all waste (used boxes, white paper, bubble wrap, crates, corrugated cardboard, etc.) emanating from the shipment either on the day of delivery or a day to be determined by the official if it is requested that the company not unpack on delivery day.

**4. DURATION**

The contract will be valid for a possible period of four (4) years from the date of inception with the Department retaining the option to request an extension up to a maximum period of 2 years.

**5. EVALUATION METHODOLOGY**

All bids received will be evaluated in the following phases:

**5.1 Phase 1 - Responsive Criteria**

The minimum requirements that must be met by prospective bidders in order to pass to the next stage of the evaluation process:

| ITEM  | REQUIREMENTS                               | COMPLIED | NOT COMPLIED |
|-------|--|----------|--------------|
| 5.1.1 | Valid Tax Clearance Certificate submitted. |          |              |
| 5.1.2 | Standard Bid Documents (SBD)               |          |              |

| ITEM  | REQUIREMENTS  | COMPLIED | NOT COMPLIED |
|-------|---|----------|--------------|
|       | <ul style="list-style-type: none"> <li>• SBD 1</li> <li>• SBD 2</li> <li>• SBD 3.1</li> <li>• SBD 3.2</li> <li>• SBD 4</li> <li>• SBD 6.1</li> <li>• SBD 8</li> <li>• SBD 9</li> </ul>  |          |              |
| 5.1.3 | The latest audited financial statements.  |          |              |
| 5.1.4 | Submission of a guaranteed liquidity statement by a recognized financial institutions guarantying the availability of <b>ZAR 15 million</b> for the duration of the contract.   |          |              |
| 5.1.5 | <p>Bidders are to be accredited to a recognised registered international organisation.</p> <ul style="list-style-type: none"> <li>• ISO 9001.</li> <li>• FAIM accreditation (compulsory).</li> <li>• Membership of at least 2 – FIDI, IAM, BAR, OMNI, SAIMA, PMA</li> </ul>   |          |              |
| 5.1.6 | On site SARS approved “Bonded” warehouse ( <b>SARS/ customs certification</b> )   |          |              |
| 5.1.7 | <p>Proof of comprehensive all risk insurance cover for the facility and content amounting to no less than ZAR80 million for the facility storing household goods and no less than ZAR60 million for the facility housing vehicles. Cover to include but not limited to:</p> <ul style="list-style-type: none"> <li>• Theft;</li> <li>• Vandalism;</li> <li>• Fire;</li> <li>• Flood waters;</li> <li>• Damage sustained due to severe/ natural disaster;</li> <li>• Falling objects; and</li> <li>• Mechanical failures.</li> </ul> |          |              |
| 5.1.8 | Attendance at briefing session by Bidders is compulsory. Attendance register to be completed and signed.  |          |              |

## 5.2 Phase 2- Functionality Criteria

- 5.2.1 A panel will evaluate all bids received on the functionality criteria as reflected below. A bidder that scores less than 65% in respect of “functionality” will be regarded as submitting a non-responsive bid and will be disqualified.
- 5.2.2 Bidders will be expected to do a presentation that will address the functionality criteria.
- 5.2.3 For purposes of comparison and in order to ensure a meaningful evaluation, bidders are requested to furnish detailed information in substantiation of compliance to the evaluation criteria.

| ITEM    | FUNCTIONALITY CRITERIA  | WEIGHT |    |  |
|---------|---|--------|----|--|
| 5.2.3.1 | <p>Capacity to deliver:<br/>Dedicated, experienced Management and Support team to deal exclusively with DIRCO and Partner Department/s transfers consisting of :</p> <ul style="list-style-type: none"> <li>• Management (each with a minimum of 2 years removals industry experience) <ul style="list-style-type: none"> <li>▪ DIRCO Contract Manager (at least 1 person)</li> <li>▪ Operations Manager (at least 1 person)</li> <li>▪ HHG Storage Manager (at least 1 person per location, where applicable)</li> <li>▪ Vehicle/ Towable vehicle Storage Manager (at least 1 person per location)</li> </ul> </li> <br/> <li>• Accounting Section (each with a minimum of 2 years removals industry experience) <ul style="list-style-type: none"> <li>▪ Dedicated DIRCO Accounting Liaison (at least 1 person);</li> <li>▪ Account administrators (at least 2 persons)</li> </ul> </li> <br/> <li>• Operational Requirements (each with a minimum of 2 years removals industry experience) <ul style="list-style-type: none"> <li>• Pre-move surveyors (at least 2 experienced persons)</li> <li>• Move Coordinators (at least 10 people)</li> <li>• Move supervisors (at least 5-7 people)</li> <li>• Minimum 5-7 crews (each team should have at least 5 experienced packers)</li> </ul> </li> <br/> <li>• Methodology followed during packing, moving and unpacking. The bidder will have to present a model of how the process will unfold from the time an order is placed to final delivery of the personal effects for both international and domestic moves taking into consideration the packing specifications as per annexure "A".</li> </ul> | 4      | 24 |  |
|         |   | 4      |    |  |
|         |   | 4      |    |  |
|         |   | 12     |    |  |
| 5.2.3.2 | <p>Have in place the necessary systems (software packages) to support the contract which must include but not limited:</p> <ul style="list-style-type: none"> <li>• Dedicated electronic communication system to administer the DIRCO contract;</li> <br/> <li>• The Service Provider is to have an accepted online operational real time "tracking system" in place, available to DIRCO officials, to determine the exact location of all consignments as well as the departure and arrival dates and times of same. A procedure manual and training must be provided. (Should such a system not be available the prospective bidder must provide guarantees that such a tracking system will be implemented within 6 months from date of commencement of contract);</li> <br/> <li>• Accounting System that can adapt to the specific needs of DIRCO which will cover: <ul style="list-style-type: none"> <li>○ Processing of invoices, reconciliation and statements of storage of HHG and Vehicle/ towable vehicles;</li> <li>○ Consignments dispatched by (air, sea or road);</li> <li>○ Insurance (Transit and other)</li> </ul> </li> </ul>  | 3      | 12 |  |
|         |   | 3      |    |  |
|         |   | 6      |    |  |

| ITEM    | FUNCTIONALITY CRITERIA  | WEIGHT    |
|---------|---|-----------|
| 5.2.3.3 | Proof of partnerships/collaboration of recognised and accredited local agents around the world that can manage the imports/exports of HHG and vehicles of Officials on transfer. Contact names and details to be provided for all countries in which DIRCO is active. | 9         |
| 5.2.3.4 | Relevant experience of the Service Provider to render the required service.<br>References to be provided.<br>Minimum 4 years = 3 points<br>5 to 6 years = 4 points<br>7 + = 5 points  | 15        |
|         | <b>TOTAL</b>  | <b>60</b> |

Values: 1 = Poor; 2 = Average; 3 = Good; 4 = Very Good; 5 = Excellent

### 5.3 Phase 3 - Presentation

Bidders will be expected to undertake the following during the presentation:

| ITEM  | DESCRIPTION   | WEIGHT    |
|-------|---|-----------|
| 5.3.1 | Bidders will be expected to do a presentation that will address the functionality criteria.   | 5         |
| 5.3.2 | Methodology followed during packing, moving and unpacking. The bidder will have to present a model of how the process will unfold from the time an order is placed to final delivery of the personal effects for both international and domestic moves taking into consideration the packing specifications as per annexure "A".. | 5         |
|       | <b>TOTAL</b>  | <b>10</b> |

### 5.4 Phase 4 - Site Visit

During the site visit the bidder will be expected to demonstrate their ability to deliver the services required.

| ITEM  | DESCRIPTION   | WEIGHT      |   |
|-------|---|-------------|---|
| 5.4.1 | Storage facility for Household Goods (HHG) that can initially house 300 households. (average of 5 pallets per household). With an undertaking to house a further 200 households after the first year of contract inception. (width – height and length will be considered). This will be a phased in approach as items stored with current Service Provider will end on the return of the officials from postings abroad. | 5           |   |
| 5.4.2 | The facility must: <ul style="list-style-type: none"> <li>be monitored and guarded on a 24 hour basis,</li> <li>have fire/flood prevention mechanism in place- duly approved by SABS/Security Association of South Africa</li> <li>verification of last 12 months pest control carried out(Warehouse/Carpet store)</li> </ul>   | 3<br>2<br>2 | 7 |
| 5.4.3 | Vehicle/towable vehicle enclosed storage facility: <ul style="list-style-type: none"> <li>for a minimum of that can initially house 300 vehicles with an undertaking to house a further 200 vehicles after the first year of contract inception.</li> </ul>   | 3           | 6 |

| ITEM  | DESCRIPTION   | WEIGHT    |   |
|-------|---|-----------|---|
|       | <ul style="list-style-type: none"> <li>• minimum requirement is for the vehicle to be placed on blocks/ trestles;</li> <li>• prevention of dust accumulation</li> </ul>   | 2         |   |
|       |   | 1         |   |
| 5.4.4 | SAPS approved Weapon/Firearms and ammunition storage facility (Section 76 and 77 of the Firearms Control Act, 2000 – Act No. 60 of 2000) – at no extra cost to DIRCO or official  | 1         |   |
| 5.4.5 | Specialised carpet storage facility: <ul style="list-style-type: none"> <li>• Separate Room;</li> <li>• Carpet Racking;</li> <li>• Fumigation – quarterly<br/>at no extra cost to DIRCO or official</li> </ul>                        | 1         | 3 |
|       |   | 1         |   |
|       |   | 1         |   |
| 5.4.6 | Removal/ delivery vehicles that can carry 40ft containers and have hydraulic lifts for heavy items (at least 1 available during site visit)   | 3         |   |
| 5.4.7 | Removal/ delivery vehicles equipped with the following: <ul style="list-style-type: none"> <li>• GPS</li> <li>• Tool boxes with necessary tools to dismantle and erect various items of furniture etc.</li> <li>• Trolleys</li> </ul> | 1         | 3 |
|       |   | 1         |   |
|       |   | 1         |   |
| 5.4.8 | Accessible in-house “Tracking” system to track air, sea and road consignments from point of packing to final destination – <b>(functionality to be demonstrated)</b> . Electronic or manual system                                    | 2         |   |
|       | <b>TOTAL</b>  | <b>30</b> |   |

Values: 1 = Poor; 2 = Average; 3 = Good; 4 = Very Good; 5 = Excellent

## 5.5 Phase 5 - PRICING - GUIDELINES FOR COSTING

5.5.1 The Bidders must price the services to be rendered according to the items listed below and according to the attached pricing schedule.

The bidder must provide pricing for Transit Insurance for each consignment (consignments for international shipment as well as consignments for storage) from collection to store and redelivery as well as when shipments are being forwarded abroad until said delivery is made to the official.

The bidder must provide pricing for Transit Insurance for each consignment from point of collection/ packing to delivery/ unpacking for all domestic moves.

5.5.2 To enable DIRCO to calculate and evaluate costing the following weights will be allocated to the following cost:

|                                 |            |
|---------------------------------|------------|
| <b>Freight Related Services</b> | <b>70</b>  |
| <b>Transit Insurance</b>        | <b>10</b>  |
| <b>Storage</b>                  | <b>20</b>  |
| <b>Total</b>                    | <b>100</b> |

5.5.3 Pricing schedules to be completed as per attached Annexure B

Item 1.0 INBOUND (MISSION TO PRETORIA)

Item 1.1 20ft/40ft Containers  
Item 1.2 Airfreight Various

Item 2.0 OUTBOUND (PRETORIA TO MISSION)  
Item 2.1 20ft/40ft Containers  
Item 2.2 Airfreight Various

Item 3.0 AIRFREIGHT FOOD CONCESSION

Item 5.0 STORAGE RSA

Item 6.0 DOMESTIC MOVES TO ALL PROVINCES IN THE RSA

*NOTE: EVERY ITEM MUST BE COSTED. FAILURE TO COMPLY WILL RESULT IN YOUR BID BEING DISQUALIFIED.*

Shipping lines: Attached as **Annexure C** is a list of all the selected shipping lines in respect of all routes to our missions abroad that must be used for bid purposes, as well as by the successful Contractor once the bid has been awarded.

Please note that no consignments may be sent to the port of Jeddah during the annual Hajj and no consignments of alcohol shall be included in any consignments to Saudi Arabian ports, or to ports that serve Saudi Arabia, Islamic Republic of Iran or Pakistan.

The bidders must submit their quotation as per the attached annex "B". Prices to be quoted in South African Rand and are to be VAT inclusive, i.e. it will be taken as all prices include VAT and no further VAT claims by the successful bidder will be entertained.

## 6 Points awarded for B-BBEE Status Level of Contribution

In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

| B-BBEE Status Level of Contributor | Number of points (90/10 system) |
|------------------------------------|---------------------------------|
| 1                                  | 10                              |
| 2                                  | 9                               |
| 3                                  | 8                               |
| 4                                  | 5                               |
| 5                                  | 4                               |
| 6                                  | 3                               |
| 7                                  | 2                               |
| 8                                  | 1                               |
| Non-compliant contributor          | 0                               |

Bidders who qualify as EMEs in terms of the B-BBEE Act must submit a certificate issued by an Accounting Officer as contemplated in the CCA or a Verification Agency accredited by SANAS or a Registered Auditor.

Bidders other than EMEs must submit their original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS.

## **7. SPECIAL CONDITIONS**

- 7.1 The evaluation will take into account similar projects that have been successfully held with a specific focus on government or public related projects.
- 7.2 At least **three** of the services indicated must be the core business function of the bidder. If the full services are currently not being supplied by the bidder, the bidder must provide detailed information on how other services outside their core business function will be provided in order to meet the requirements of DIRCO. Full company details of the outsourced agency must be provided along with the bidder's proposal. Preference will be given to SMMEs. The evaluation should take into account whether the security service provider appointed through the bidder accredited to Private Security Industry Regulatory Authority (**PSIRA**).
- 7.3 The evaluation will also take into account additional values add that will be negotiated with various stakeholders for the benefit of this contract.
- 7.4 The Bid must be properly submitted on or before the closing date and time specified on the invitation, fully completed in ink (as per all standard conditions of tender). The Bid documents must be lodged in the tender box at DIRCO, OR TAMBO BUILDING, 460 Soutpansberg Road, Rietondale, Pretoria.

## **8. GENERAL CONDITIONS**

- 8.1 The General Conditions of Contract will be applicable to this bid;
- 8.2 The DIRCO reserves the right to sign a Service Level Agreement with the preferred bidder to supplement the General Conditions of Contract.
- 8.3 The DIRCO will not be held responsible for any costs incurred by the bidders in the preparation and submission of the proposal.
- 8.4 Please take note that the DIRCO is not obliged to select any of the bidders submitting proposals.
- 8.5 Evaluation on functionality criteria can only be done on the basis of information, which was asked for. The comprehensiveness of the proposal can therefore be decisive in the awarding thereof.

## **9. CONTACT PERSONS AND SUBMISSIONS**

All enquiries can be directed to Supply Chain Management as per fax, 012 329 1267  
Enquiries pertaining to the completion of tender documents can be directed to the Bid Office, tel. 012 301 8538/  
8537/8594/8674

Prospective Service Providers should submit their bonded proposals in a sealed envelope with the details of the specific tender on the outside of the envelope to:

### **Per hand**

Tender Box OR Tambo Building  
460 Soutpansberg Road



Rietondale  
Department of International Relations and Cooperation  
Pretoria  
0001

Prospective Service Providers/suppliers are encouraged to submit their proposals before the closing time and date, as late submissions will not be accepted.

*E-Mailed or faxed submissions shall not be accepted.*

**A compulsory briefing session will be held at Department of International Relations and Cooperation, 460 Soutspansberg Road, Rietondale, Pretoria on the 11<sup>th</sup> /March/ 2015 from 10:00a.m and interested bidders are invited to attend.**

Non-compliance with any of the above conditions will result in your bid being disqualified.