

RESTRICTED

KD17

RFI NUMBER

: RFI/ABL/01/2026

CLOSING AT 11:00 ON

: 10 November 2026

VALIDITY PERIOD: 120 DAYS

NAME OF BIDDER

ITEM NO	DESCRIPTION	QTY	UNIT PRICE IN FOREIGN CURRENCY	UNIT PRICE IN S.A. CURRENCY	SUBTOTAL
Invitation to suitably qualified shuttle and transfer services providers for Armscor and its stakeholders for a period of twelve (12) months					

1. Delivery address: 370 Nossob Street, Corner Nossob and Delmas Road, Erasmuskloof ext. 4
 2. * Period required for commencement of delivery, after receipt of order: Not Applicable
 3. * Rate of delivery: Not Applicable
 4. * Period required for completion of order, after receipt thereof: Not Applicable
- * Must be completed by Bidder if not completed by Armscor

RESTRICTED



**REQUEST FOR INFORMATION FOR THE PROCUREMENT OF SHUTTLE AND
TRANSFER SERVICES FOR ARMSCOR AND ITS STAKEHOLDERS FOR A
PERIOD OF TWELVE (12) MONTHS**

1 BACKGROUND OF BUSINESS NEED

AB Travel is an Inhouse Travel Management company that services Armscor's business units and the Department of Defence (DOD). On a daily basis, AB Travel is required to provide the logistics support by arranging a smooth ground transportation for the travellers. To meet the travel requirements of the Department of Defence (DOD), Armscor and its stakeholders, the service providers will be required to service AB Travel for the period of twelve (12) months on an adhoc basis.

2 PROPOSED SOLUTION

The proposed solution involves appointing experienced service provider(s) to offer reliable and efficient shuttle and transfer services. These services will include:

Transportation Services: Provide safe and reliable transportation for Armscor personnel and stakeholders to be transferred within specified areas.

Service Coverage: Ensure coverage for both routine and on-demand transportation needs, including airport transfers and specialised vehicles for individuals with disabilities.

Service Quality: Maintain high standards of vehicle maintenance, driver professionalism, and customer service.

Operational Efficiency: Utilize route optimisation software to minimise costs and enhance service efficiency.

3 LEGISLATION GOVERNING THE PROPOSED SOLUTION

Compliance and Regulatory Requirements

Operating a shuttle or transfer company in South Africa requires compliance with several legal and regulatory requirements. Here are the key aspects to consider:

3.1 Legal and Regulatory Compliance

3.1.1 Licenses and Permits:

3.1.1.1 Public Operating License.

3.1.1.2 Roadworthy Certificates for all vehicles: Ensure all vehicles have valid roadworthy certificates.

3.1.1.3 Vehicle Permits for public transportation services.

3.1.1.4 Professional Driving permits.

3.1.2 Insurance Requirements:

3.1.2.1 Public Liability Insurance: Maintain adequate public liability insurance to cover potential accidents or injuries.

3.1.3 Regulatory Frameworks:

3.1.3.1 Transportation Laws: Comply with South African transportation laws and regulations, including those related to driver qualifications and vehicle standards.

3.1.3.2 POPIA Compliance: Ensure compliance with the Protection of Personal Information Act (POPIA) if handling personal data.

3.1.4 Operational Requirements:

3.1.4.1 Driver Qualifications: Ensure drivers hold valid commercial driver's licenses and are knowledgeable about local routes and regulations

3.1.4.2 Vehicle Maintenance: Regularly maintain vehicles to ensure safety and reliability.

4 ATTRIBUTES REQUIRED OF SERVICE PROVIDERS IN ORDER TO BE CONSIDERED :

Minimum attributes required include :

4.1 Proof of ownership and/or registration certificates of all vehicles and/or a valid third party agreement for leased vehicles.

4.2 Public Operating License:

This license is required for any driver transporting people for a fee, and applied for through the National Public Transport Regulator (NPTR) for interprovincial services.

4.3 The permits are necessary for vehicles transporting passengers, including buses and taxis. They specify the routes and must be gazetted once approved.

5 SPECIAL CONDITION OF CONTRACT:

5.1 Ensure all vehicles have valid licenses, are roadworthy and are in good condition and that drivers are in possession of the below:

5.1.1 Cross-Border Permits:

If shuttle service involves transporting passengers across South African borders, a Cross-Border Permit from the Cross-Border Road Transport Agency will be required.

5.1.2 All drivers must be in possession of a certificate of completion of advanced driving from an accredited training academy.

5.1.3 At least two drivers certified copies of:

- ID documents
- Professional Driving Permits (PDP)

6 TRAFFIC ACT, ACT 29 OF 1989, AS AMENDED AND OTHER LAWS THAT REGULATE TRANSPORT IN THE COUNTRY

7 PUBLIC LIABILITY INSURANCE:

Maintain adequate public liability insurance to cover potential accidents or injuries.

8 GENERAL REQUIREMENTS :

- 8.1** Bidders must be able to provide shuttle services, on demand, 7 days a week, anytime during the day and night.
- 8.2** Bidders must be able to provide services in all South African provinces.
- 8.3** Bidders must be able to provide a back-up vehicle/s in case of breakdown, accidents, etc. of their assigned vehicle/s.
- 8.4** Bidders must be able to provide management reports when required.
- 8.5** Insurance Coverage: Bidders must maintain adequate public liability insurance to cover potential accidents or injuries.
- 8.6** Bidders will be requested to submit quotation as and when required prior to rendering services. Selection of the preferred service provider will be based on evaluation of quotation received.
- 8.7** Turnaround to submit quotation for urgent requirements is 60 minutes and for normal requirement is 2-3 hours.
- 8.8** A dedicated Key Accounts Manager must be provided to be on call 24/7.
- 8.9** Bidders must submit a minimum of three (3) positive references on a client letterhead where shuttle and transfer services have been undertaken in the last four (4) years (2022-2026).

9 TECHNICAL REQUIREMENTS:

- 9.1** Vehicles:
 - 9.1.1** Vehicles must be sufficiently equipped with fuel and all required parts & accessories to complete each journey.
 - 9.1.2** All vehicles must be well maintained and in good condition.
 - 9.1.3** All vehicles must be fitted with an air conditioner, power steering, central locking, and airbags and be equipped with a GPS (Global Positioning System) device in working condition.
 - 9.1.4** Service providers must be able to provide luggage carriers of various sizes on demand.

9.1.5 Drivers:

9.1.5.1 All drivers must have a minimum of two (2) years' experience as professional drivers.

9.1.5.2 Drivers must at all times have a driving licence suitable to the the vehicle category.

9.1.5.3 All drivers must obey the rules of the road (such as speed limits, signs, etc.) at all times.

9.1.5.4 All drivers must be neatly attired in appropriate clothing. All drivers must wear a company badge or some other form of identification to show that they are employed by the service provider.

9.1.5.5 Drivers must not smoke in the vehicles, must be sober at all times, and exhibit professional conduct at all times.

9.1.5.6 Drivers must always have passenger names neatly and clearly typed on A4-sized paper, where required as will be provided by Armscor.

10 KEY RESPONSIBILITIES

10.1 TRANSPORTATION SERVICES:

10.1.1 Provide scheduled and on-demand shuttle services as required by Armscor.

10.1.2 Ensure all vehicles are well-maintained, roadworthy, and equipped with necessary safety features.

11 SERVICE COVERAGE:

11.1.1 Operate within designated areas, including but not limited to Armscor facilities and nearby locations.

11.1.2 Ensure coverage for both routine and special event transportation needs.

12 SERVICE QUALITY:

12.1.1 Maintain high standards of customer service, ensuring courteous and professional drivers.

12.1.2 Ensure vehicles are clean, comfortable, and equipped with amenities such as air conditioning and adequate luggage space.

13 OPERATIONAL EFFICIENCY:

13.1.1 Utilize route optimization software to minimize travel time and reduce costs.

13.1.2 Implement a system for real-time tracking and monitoring of vehicles.

14 SAFETY AND SECURITY:

14.1.1 Ensure all drivers are qualified, licensed, and trained in defensive driving techniques.

14.1.2 Implement safety protocols for emergency situations and maintain comprehensive insurance coverage.

15 REPORTING AND COMPLIANCE:

15.1.1 Provide regular reports on service performance, including punctuality, vehicle condition, and customer feedback.

15.1.2 Comply with all relevant South African transportation laws and regulations.

16 SERVICE STANDARDS:

16.1.1 Punctuality: Achieve a minimum of 95% on-time arrivals.

16.1.2 Client Satisfaction: Maintain an average customer satisfaction rating of $\geq 4/5$.

17 PERFORMANCE MONITORING:

17.1.1 Regular audits will be conducted to ensure compliance with service standards.

17.1.2 Performance metrics will be used to evaluate the service provider's effectiveness and identify areas for improvement.

18 CONTRACT TERMS:

18.1.1 Phase of the RFI process which entails engaging of bidders that respond to the RFI through the RFQ process which will lead to placement of an order.

18.1.2 Termination clauses will be included for non-compliance with service standards or contractual obligations, details will be included at order placement stage.

Item	Activity / Task Description	Kick Off Meeting
1	% of Activity / Task against Full Scope of Work	10%
	Inputs	Armcor Order / Travel instruction from MOD / SANDF
	Timing And/Or Duration	1 week after receipt of Armcor Order
	Outputs / Deliverables	Signed Service Level Agreement (SLA)
	Delivery Date	1 week after receipt of Armcor Order
	Acceptance Criteria	Concluded and signed SLA by both parties
2	% of Activity / Task against Full Scope of Work	90%
	Inputs	Requests are forwarded to the service providers based on the demand for service.
	Timing And/Or Duration	This is dynamic as every shuttle request has to be individualised
	Outputs / Deliverables	The date, time, and vehicle type to be used by the provider for the fulfilment of the shuttle / transfer service.
	Delivery Date	As per the client's requisition
	Acceptance Criteria	Log sheet detailing

19 DETAILS OF REQUIRED TRANSPORT:

- STANDARD SEDAN (MAX 2 OCCUPANTS)
- 4 – 5 SEATER
- 10 – 16 SEATER
- LUXURY SEDAN (MAX 2 OCCUPANTS)
- SEMI LUXURY COACH (MAX 60 SEATER)

20 RESPONSE AND SUBMISSION GUIDELINES

- **Bidders are required to submit detailed business proposals in response to the above questionnaires, all information confirmed by the bidder must be substantiated in the proposal with evidence.**
- **Response Format:** Responses must be in writing and submitted by the closing date. Submissions must be in **PDF or MS Word format**. At least one master paper copy and one master electronic copy (Adobe® Acrobat® PDF) are required. All typed text, tables, and figures are also required in a Microsoft® Office® format (MS Word, Excel, et cetera).

Confidentiality: The information in any response shall be treated as Company Confidential. The project is classified as "**Restricted**" and all aspects are subject to **Armcor Security prescriptions**.

Submission Details:

Detail	Information
RFI Reference Number:	RFI/ABL/01/2026
Closing Date & Time:	10 November 2026 at 11:00
Submission Method:	Hard copies to be delivered to the Tender Box, Visitors Entrance (Block 8) at the street address below: Armcor Building, 370 Nossob Street, Erasmuskloof Ext 4, PRETORIA, REPUBLIC OF SOUTH AFRICA
Contact Person (for Queries):	Mr. Samson Mahlangu
E-mail Address (for Queries):	aopts@armcor.co.za

Note on Pricing: No pricing commitment is required at this stage.

21 RESPONDENT CONTACT DETAILS

The respondent shall appoint a single person for communications with Armscor and provide the following details:

Name of contact person	
Full name of company	
Physical Address of the Company	
Tel No.	
E-mail address	

ANNEXURE A - QUESTIONNAIRE TO BE COMPLETED BY RESPONDENTS:

Question no	Description	Yes/no	Servive provider to substantiate response
1	Does the bidder have above experience in reliable and efficient shuttle and transfer services? Bidders must submit a minimum of three (3) positive references on a client letterhead where shuttle and transfer services have been undertaken in the last four (4) years (2022-2026).		
2	Has the bidder serviced more than 1 client?		
3	Does the bidder have a fleet of standard sedans?		
	How many?		
4	Does the bidder have a fleet of luxury sedans?		
	How many?		
5	Does the bidder have semi-luxury sedans?		
	How many?		
6	Does the bidder have all the required permits indicated?		
7	Does the bidder provide services in all South African provinces		
8	Will the bidder have the capacity to meet the normal response timeline of 2 -3 hours?		
9	Will the bidder have the capacity to meet the urgent requirements response time of 60 minutes?		

10	Does the bidder have capacity to transport passengers across South African borders?		
11	Does the bidder have a dedicated 24/7 Key Accounts Manager?		