

Provision of Fleet Management Services

Scope of Service

1. Background

SARS requires an efficient fleet of vehicles in order to conduct their daily operations and facilitate the achievement of SARS' mandate. SARS currently owns its own Fleet and outsources the daily management and maintenance of the Fleet to a third-party Fleet Management services Provider.

Fleet management encompasses everything from advice on vehicle selection, monitoring of usage, maintenance, information management, the disposal and replacement of the individual vehicles, registration & licensing, fuel & toll management, management and administration of governance requirements, training, insurance management, vehicle tracking, driver identification & management, traffic fine administration etc. The appointed Service Provider will be expected to deliver professional and cost-effective managed maintenance services to SARS national fleet with related additional services within an agreed Service Level Agreement

SARS' primary objective in issuing this request is to enter into an agreement with a successful bidder who will achieve the following:

- Provide SARS with the fleet management services that are consistent and reliable and will maintain a high level of customer satisfaction in line with the service levels.
- Achieve significant cost savings for SARS without any degradation in the services, by monitoring unwarranted repairs, vehicle abuse, fines, maintenance abuse, tyre life, etc. in order to prevent overcharging from maintenance service providers as well as the ability to manage and correct employee behaviour.
- Appropriately contain SARS's risk and the drivers' risk, to enable SARS to operate a well-managed and efficient fleet.

This tender is designed to provide a framework that will enable the Service Provider to provide **managed maintenance services to SARS countrywide (end-to-end solution)**. The service should also be available **across borders to neighbouring countries**. The service should also allow for all ~~types of~~ modes of transportation and related assets, e.g., vehicles, special purpose vehicles, boats, jet skis, motorbikes, quads, trailers, forklifts, generators supporting special purpose vehicles, etc.).

2. Scope of Service

The Fleet management services required by SARS includes but not limited to the following:

2.1 Fleet Management Advisory Services

- The Service Provider must provide an effective and efficient fleet management consultancy service to optimize the utilization of the SARS fleet efficiently and effectively.
- Provide advice on types of vehicles to be procured.
- Provide advice on vehicles to be disposed if costing too much to maintain **(Value for Money)**.
- Provide advice and assistance with customising SARS vehicles e.g.
 - on signage, decals,
 - Adding accessories on SARS specialised vehicle e.g. dog kennels for Customs vehicles or customising vehicles used as SARS mobile tax units (MTUs) etc.
- The Service Provider shall present a critical evaluation of the SARS fleet at least bi-annually. The presentation must deal with and shall not be limited to aspects such as:
 - Fleet utilization,
 - Fuel and maintenance control,
 - Loss control (abuse, damage, theft),
 - Vehicle selection (fleet composition),
 - Risk management,
 - Any new technology designed to curb abuse and
 - Recommendations to improve the overall fleet management service.
- The Service Provider shall provide technical fleet management consultation that will need to cover amongst others the following:
 - best fleet management practices,
 - solutions to identified challenges,
 - proactively manage SARS fleet costs and provide advice on cost savings,
 - trends, predictive models,
 - predictive budgets,
 - vehicle replacement cycles and
 - Uneconomical vehicle repairs based on cost.

2.2 Vehicle Utilisation Monitoring

- Proactive monitoring of vehicle utilisation and provides regular reports per vehicle indicating distance travelled per period.
- Highlight to management underutilised vehicles for redeployment.
- Highlight to management over utilised vehicles for replacement.
- Provide advice to assist with improved vehicle utilization.

2.3 Conduct Predetermined Fleet Technical Inspections

- The Fleet management company must ensure that All vehicles in SARS' fleet (100%) are physically verified by the end of September of each financial year and produce a report indicating.
 - poor condition,
 - unreported damage and
 - whether vehicles are in condition that meet SARS' expectations and are roadworthy.
 - Recommendations to ensure efficient management of the SARS fleet.
- Perform ad-hoc (non-routine) spot checks of SARS fleet and provide a vehicle condition/ status technical report.
- SARS will clarify what is deemed to be an acceptable condition in the Service Level Agreement.
- The technical audits are a critical success factor in building SARS' and increasing appointed FM's visibility
- Upon request conduct inspections and provide a mechanical report on specific SARS fleet.

2.4 Fleet Maintenance and Repairs

- SARS require a managed maintenance solution for its entire fleet i.e., management of vehicle **routine (scheduled) and non-routine maintenance services**.
- The management maintenance functions shall include all maintenance, repairs and accident repairs processes.
- Proactively identify and carry out ad-hoc preventative repairs and maintenance e.g., tyre replacements etc.
- The Service Provider must ensure value for money for SARS by actively monitoring the quality of workmanship and not pay for any rework, negotiate the best prices, institute and negotiate any warranty and policy claims etc.
- The payment of merchants and billing back to SARS. The billback invoices must be accompanied by the third-party (repair merchants) invoice
- **The Service Provider shall be responsible for any loss or damage to a SARS vehicle while the vehicle is at premises of a contracted merchant.** In the event of a total loss, the Service Provider shall pay to the State an amount equal to the book value of the vehicle within 90 days of the date of the loss. Should a vehicle be recovered within the 90 days, with possible damage, the Service Provider will be responsible to repair the vehicle and pay for such repairs. Should a vehicle be recovered after 90 days, the ownership of the vehicle will be transferred to the Service Provider upon payment of an amount equal to the book value of the vehicle, including any additional fitments to the vehicle.
- The Service Provider shall track the status of any repairs, fitments or new orders i.e. The Service Provider shall, track the progress of the vehicle repair in line with the initial estimate provided by the merchant and will notify SARS on when the vehicle is ready for collection.
- The Service Provider must have a reliable network of repairs & maintenance Service Providers (merchants) with a national footprint to cater for all SARS offices.

- The Service Provider shall ensure that no vehicles are serviced, or any maintenance is undertaken on a vehicle at a merchant that will jeopardize the warranty on the vehicle unless requested to do so in writing by SARS. The Service Provider must therefore ensure that only OEM approved merchants are identified to ensure that the warranties, maintenance and or service plans on vehicles will remain intact when maintenance or repairs are done.
- Second hand or non-OEM parts can be fitted with written approval by SARS.
- The Service Provider shall therefore be responsible for any costs incurred, where a service or maintenance was paid for where a service or maintenance plan is in place.
- The Service Provider shall ensure that all information related to service and maintenance plans are captured on the system and that these maintenance and service plans are optimally utilized. All work undertaken under this maintenance or service plans needs to be reflected in vehicle history.
- The Service Provider shall actively monitor the Repair merchants' compliance with standards and adherence to the Repair requirements per OEM as well as the agreed SLA terms and conditions.
- The Service Provider must ensure the following **maintenance and repair authorization process** is implemented:
 - All bookings must be undertaken via the **call centre, a reference number** provided, and accurate records must be kept of the requestor, nature of maintenance requested, the vehicle details and details of the repair merchant undertaking the work etc.
 - Obtain preapproval for any repairs by submitting three (3) written quotations to SARS.
 - The Service provider must ensure what is quoted is the same as what has been requested by SARS.
 - In the event that additional or unforeseen damage is identified to accident damaged vehicles when repairs have already commenced, the Service Provider must inform SARS and obtain approval of the additional costs.
 - Should any parts be fitted without prior authorization by SARS, the total transaction cost will be for the account of the Service provider.
 - The service provider must also check the correctness of the final invoice issued and verify against the original authorization and the actual work undertaken.
 - The Service Provider shall verify each request based on whether the warranty of the vehicle is still in place or whether the job is a repeat of a similar previous job on which the warranty may be in place.
 - In addition, the Service Provider must ensure that the work or job that is quoted for is required on the vehicle.
 - Follow up on actual vehicle repair time with the merchant or supplier.
 - The Service Provider must pay the lower of the quoted and the invoiced price.
 - Conduct Pre and Post inspection of vehicles.
 - Consider the life-to-date (LTD) / life span costs of the vehicle before any authorisation for repairs and maintenance is approved.
 - In the event that the vehicle is insufficiently repaired, or the repairs are not up to standard, the SARS official will need to communicate this to the call centre for the repair process to be managed through the call centre. The approval as

granted to the call centre will need to be verified against the actual invoice as received from the merchant or supplier.

- SARS End users should have access to track the repair status of the vehicle repair process. The individual vehicle information as well as an overall report needs to be accessible.

2.5 Fleet Insurance, Accident Management and Repairs.

- The appointed Service Provider must have an online system for managing insurance claims end-to-end process i.e.,
 - notification of accident or loss and submission of claim forms by the driver to the appointed Service Provider,
 - obtaining quotations by the driver,
 - ensure that the driver is informed where to take vehicle for repairs and
 - Service Provider must follow-up to ensure that repairs are carried out timeously and invoices received and paid.
 - The online system should allow SARS and SARS appointed insurance service provider to access all insurance claims logged (submitted).
- **Accident monitoring and reporting system**- intelligent system to detect accidents when they occur.
- Clear process for reporting substandard repair work and procedure for return the vehicles for rework.
- All accidents must be reported via the Service Provider's call centre which will in turn arrange for the repairs as well as facilitate the insurance claims process.
- The call centre must provide a preauthorization to SAR' to take the vehicle for repairs to a specific dealer / merchant **within seven (7) days**.
- In the event of an accident, the Service Provider will need to make a system available through which a vehicle incident or accident report can be generated.
- **The system should at least make provision for capturing the following information relating to the accident or incident:**
 - Driver and vehicle details as per the vehicle booking form.
 - A drawing / schematic representation of the vehicle where damage can be indicated on. An option should be provided where a drawing or sketch of the accident scene can be scanned in.
 - Is the vehicle drivable?
 - Location of vehicle.
 - Damage to third party property and vehicles – details to be provided.
 - Possible third-party injuries.
 - Possible witnesses (including contact details).
 - Date, time and place of incident.
 - Weather conditions.
 - Road conditions.
 - SAPS case number (where required) / police station reported.
 - Description of incident or accident.
 - Declaration by the driver the details provided are correct

2.6 Fleet Coordination, Towing Services and Roadside Assistance

- The Service provider must have clearly documented process for reporting, the management and coordination of breakdowns.
- The Roadside assistance procedures must be applicable and available nationally at all SARS locations. **The assistance must not only focus on the vehicle but also assist the driver involved, passengers, luggage and other contents of the vehicle**
- The Service Provider must appoint reputable and **reliable Towing Service Providers nationally** accessible to all SARS locations.
- Reliable call centre services **available 24 hours, 7 days week including public holidays and weekends.**
- The Service Provider must facilitate the payment and release of a vehicle after being towed in the event that the vehicle was not towed to an approved merchant due to the driver of the vehicle being incapacitated.
- **Must have reliable Repair Service Providers network nationally** to ensure the vehicle is towed to the nearest Service Provider to carry out repairs.
- Provide SARS with a summary report indicating any tow –in services undertaken with details of the driver, the vehicle involved and the repair merchant where the vehicle has been towed to.
- **The Service Provider shall be responsible for any additional damage to the vehicle during the tow in process.**
- No towing fees will be paid by SARS in the event that a vehicle needs to be returned to the merchant as a return job due to substandard parts or workmanship.
- Storage cost must not be paid by the Service Provider, unless such cost could not be prevented due to the official being incapacitated or where the removal of the vehicle was done on the instruction of a law enforcement officer where a vehicle was moved to a non-approved dealer/ merchant. The Service Provider shall minimize the storage costs paid by SARS.
- Records of full processes and timelines to be tracked and reported on the time that the call was logged, the official that logged the call, the response time on when it was confirmed that the tow in service is on site, the location of the accident or incident, the location on where the vehicle will be moved to, the contact details of the merchant where the vehicle was moved to.
- In an **urban area** the Service Provider will have a maximum of **1 hour** to ensure that the tow in or roadside assistance service are on site. In a **rural area a maximum of two hours** to be on site and in a **remote area, 3 hours.**
- Provision shall be made to assist SARS drivers in the event of a mechanical breakdown outside of the borders of South Africa.

2.7 Vehicle Registration, Licensing and Compliance Certificates

- The Service Provider must make a service available to SARS allow for the renewal of vehicle license disks and other compliance certificates from the local license issuing authority.
- Licence renewal may include the following, but not limited to:
 - Passenger vehicles - Receipt of annual license renewal disks.
 - Light Commercial vehicles - Receipt of annual license renewal disks.
 - Roadworthy Certificate – to be renewed prior to license disk renewal.
 - Trailers/ watercraft and motorcycles - Receipt of annual license renewal disks.

- Provide any other assistance such as appointing Service Providers to carry out repairs required in order to facilitate the issuing of any other compliance certificates such as Certificates of fitness (COFs) and Road Worthy (RW).
- The Service Provider keep a record of when all compliance certificates and or licenses were issued and report on the expiry dates thereof in order to avoid penalties being imposed on SARS.
- Assist with a service for registration of new SARS fleet and deregistration of disposed vehicles.
- The Service Provider is required to report on the expenditure of all transactions related to licensing or compliance certificates.

2.9 Fuel Card & Intelligent Fuel Management and Toll Management

- The solution must include the provision of fuel, oil and toll charges.
- This includes the provision of fuel cards to be used for the payment of a combination of fuel, oil and toll but it has to be one card per vehicle.
- Ordering, storing, distribution and delivery of fuel cards to SARS end Users.
- Failure to provide the fuel card within the required period will result in penalty being issued by SARS.
- Assist with the cancelation of fuel cards.
- Should a card not be issued within the required timeframe, the Service Provider will need to provide alternative arrangements acceptable to SARS for refuelling the vehicle.
- Card holders that can be attached to keyrings needs to be supplied for all fuel cards issued.
- The Service Provider shall issue a card on commencement of the contract, or a replacement card, or a card for a new vehicle only to the official/s identified in the mandate of the SARS, on written instruction contained in an agreed format.
- A system that makes provision for online/ electronic ordering/cancellation and replacement of fuel cards / devices will need to be put in place by the Service Provider without any additional cost to SARS.
- The Service Provider needs to ensure that all cards ordered, are done so by officials as set out in the mandate **as authorised by SARS**.
- The cards must be delivered by a trusted and secure courier service to the mandated official at the specific location as requested by the SARS.
- All cards, irrespective of whether new or a replacement card, shall not expire on a date later than the date of the expiry of this contract.
- The Service Provider **shall not** charge the SARS for the cost of replacement cards or the distribution thereof.
- Identification of risks related to fuel cards and fuel transactions.
- The management and verification of all fuel transactions and the management of transaction flows to proactively prevent any fuel fraud taking place.
- The payment of fuel merchants and billing SARS.
- Clear process for reporting lost / stolen cards and the replacement procedure thereof.
- Fuel Usage monitoring control systems to avoid abuse.
- Detailed Management usage reports highlighting any exceptions / suspected abuse.
- The following will be for the account of the Service Provider:

- Any card issued with incorrect details.
 - Any card transactions done after SARS submitted a request to cancel a card.
 - The provision of a replacement card required by the end user in SARS due to the issued card becoming unusable due to overuse, malfunction or any other reason.
- The following information should appear on the card:
 - License number of the vehicle;
 - Vehicle make, model and engine capacity;
 - VIN – Vehicle Identification Number.
 - Tank capacity in litres.
 - Expiry date of card.
 - Name and logo of SARS.
 - Fuel type.
 - Colour of vehicle.
- SARS will refute a claim for payment where:
 - There is a possibility that the transaction may be illegal / unlawful .
 - Claim for a fuel transaction where more litres of fuel were dispensed than is illustrated by the tank capacity printed on the card plus 10%; or
 - It relates to purchases other than fuel, oil or toll fees; or
 - The odometer reading has not been submitted; or
 - An invalid card had been used.
 - A cancelled card is used.
 - The price charged is in excess of a price considered reasonable for that type of fuel, oil or toll.
- The Service Provider must have an agreement to hold the merchant liable for the repair cost to a vehicle that is caused by contaminated fuel being dispensed into a state vehicle.
- **SARS will not bear the cost or be liable for any losses caused by fraudulent activities in relation to fuel cards or fuel transactions, irrespective of the loss being caused by the merchant, an employee of the merchant or any other party.**
- The Service provider must therefore implement the following **minimum control measures in order to prevent the misuse/ abuse of the fuel card:**
 - Distance vs time between transactions report of fuel transactions for the same vehicle.
 - Same vehicle filling multiple times than specified in the mandate within a specific time period.
 - The claim relates to more than two (2) fuel transactions within a 12 (twelve) hour period by the same vehicle at the same merchant, unless such a transaction can be verified as a requirement by the specific end user.
 - Filling of vehicles that are in for accident repairs and not drivable.
 - Filling of vehicles that were issued with a pre-authorization number.
 - Fuel transactions on vehicles that are withdrawn or where fuel cards were cancelled.

- Fuel transaction for vehicles awaiting disposal or that are not identified as active on the asset register of SARS.
- Dormant fuel cards.

2.10 Toll Fees Management

- The appointed Service Provider must provide SARS with a card solution for the payment of toll fees e.g., payment using a fuel card.
- The Service Provider will administer all ETags used for the payment of toll fees.
- Manage and attend to all queries related the SARS Etoll account.
- Ensure timeous payments of tolls to enable SARS to qualify for any applicable discounts.
- **The appointed Fleet Management company has to facilitate the following processes:**
 - Order ETags from SANRAL on behalf of SARS for new fitments as well as for replacement tags.
 - deliver eTags to authorised appointed officials nationally,
 - Service Provider to appoint banking institution to support process,
 - Ensure all vehicles are issued with active eTags,
 - Ensure eTag is cancelled and all outstanding amounts are settled when vehicle is disposed,
 - Assist with obtaining complete billing information and reports from SANRAL to ensure payments are up to date,
 - Annual clean-up of all eTags allocated to SARS vehicles to ensure eTags listed on SANRAL's system is complete and valid compared to SARS vehicles registered on eNatis.
- Provision of Etoll reports to SARS clearly indicating the date, time, value and the identification of the tollgate for each toll transaction.

2.11 Telematics (Vehicle Tracking) SARS requires a **web-based** solution for the management of vehicle bookings, identification of the driver through a booking system.

- The service provider must propose a minimum of 3 different telematic tracking solutions detailing cost and functionality so that SARS has an option to select what the best product would be suitable for its own purposes.
- The Service Provider must provide vehicle tracking system using GPS (Global Positioning System) type satellite technology utilising the latest available technology (device and software) i.e.
 - The system may utilize a GPS antenna that is mounted on the inside of the vehicle to avoid tampering from external forces.
 - The unit required is a passive tracking device to be activated at any point and time to locate a specific vehicle, whether such vehicle is stolen or where the location of such a vehicle is required by SARS.
 - **The vehicle-mounted vehicle-tracking unit must not lose data or the identification of the driver etc. and if the ignition is switched off or is disconnected from the vehicle's battery the unit must remain fully functional via an internal battery.**

- **The internal battery of the vehicle-mounted vehicle-tracking unit must recharge automatically from the vehicle-installed battery.**
- **The system must have a backup battery that can last independently for at least 72 hours in order to avoid draining the main vehicle battery.**
- The system must go into a "sleeping mode" when the vehicle is inactive to preserve battery life.
- The Service provider will be required to install the tracking units on the SARS vehicle at the inception of the contract and de-installation upon termination of the contract.
- Monitoring and reporting system which sends alerts when the tracking device is not communicating or battery running low.
- The vehicle-mounted vehicle-tracking unit must operate within a voltage range from 9 to 40-volt DC and must be protected against reverse polarity and be fitted with an in-line fuse.
- The vehicle-mounted vehicle-tracking unit may not, when the vehicle's ignition is turned off, draw more than 12MA of current, with the GSM not active and 50MA of current with the GSM active at 12V, **thus ensuring long battery life of the vehicle.**
- Positional information should be stored in accordance with actual driving conditions so that vehicle and driver activity in built up areas and on winding roads is accurately recorded. Sufficient vehicle on-board memory must be provided.
- In case of incorrect data download, the system must easily allow for repeated retrieval of trip data.
- Connections between the vehicle-mounted vehicle-tracking unit and the vehicle's electrical wiring shall not be done on the wiring harness but should terminate directly via an in-line fuse on the vehicle's electrical controls or battery.
- All wiring and connectors shall be durable and in compliance with International and National automotive standards. Wiring in the engine bay must be protected by heat resistant sleeving to meet industry standards.
- **The Service Provider must perform daily health check on all devices fitted and repair malfunctioning units within a period of 72 hours, excluding weekends. The Service Provider must make daily reports available to SARS on malfunctioning units.**
- SARS will either lease or procure the tracking devices but will however not be liable for any maintenance or other costs, other than the **tracking management fees specified in the pricing schedule. This monthly tracking management fee should include but not limited to the following:**
 - ✓ all repairs,
 - ✓ maintenance,
 - ✓ software licenses,
 - ✓ software training,
 - ✓ professional services and support including 24-hour road assistance,
 - ✓ warranties where applicable and
 - ✓ all discounts per month per vehicle-mounted vehicle tracking unit inclusive of VAT.
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- The Service Provider will be required to invoice SARS in line with the pricing schedule and will need to provide SARS with supporting documents and reports at the time of supplying the invoice for payment.
- The Service Provider will be required to install or de-install a device within 5 working days of being requested to do so in writing by SARS.
- The de-installation of a unit and reinstallation of the unit on a new or other vehicle will not affect the cost of the unit.
- The Service Provider ensure that all information is transferred to SARS and that all units are de-installed at the end of the contract period.
- **The Service Provider must provide a clear process for maintenance, repairs, replacements or servicing of malfunctioning tracking devices.**
- The system must be able to **provide real-time tracking reports** as well as statistics in respect of monthly vehicle utilization.
- **The tracking System should be able to monitor and capture a number of items on the vehicle, on which the Service Provider will be required to report which include but not limited to the following:**
 - The system must be able to provide SARS with statistics in respect of monthly vehicle utilization.
 - Ability to locate the nearest available vehicle to a particular address.
 - To send alerts on the arrival at a pre-set destination
 - To provide real-time, on-screen display of whereabouts and status of vehicles.
 - Be able to provide speed profile reports in a graphical or any other easily interpreted representation of the vehicle's speed within a user defined period. The system must be able to determine, for example, average speed of vehicles per trip/per day. The reports must be able to record the maximum speed of a vehicle during the day.
 - The installed system must provide a "running odometer" independent from vehicles odometer. The system must record route(s) and report any deviation from the designated route(s).
 - Trip list – a logbook or list of trips that a driver or vehicle completed for a specific period defined from start to stop.
 - Additional information required includes the stopped time, the distance from the previous stop as well as the driving time from the previous stop, the average and maximum speeds achieved on that trip, any engine idling, and the vehicle's odometer reading upon arrival.
 - Activity during and after hours must be differentiated, and violation of defined speed limits or engine idling times must be highlighted.
 - Vehicle usage after working hours, public holidays and weekends,
 - Indicate the duration of each trip and for how long the vehicle were parked.
 - Accommodate various zones and must indicate when a vehicle enters and exits a zone defined on the system as a restricted or high-risk zone.
 - Collect kilometre data in line with the odometer reading of the vehicle. The Service Provider needs to ensure that the device is calibrated, or the odometer reset within 72 hours of an odometer reading being identified as inaccurate and SARS making the vehicle available.
 - Must have a built-in accelerometer to monitor, record and report on driving styles such **as aggressive driving, harsh braking, harsh acceleration or**

impact. By identifying bad driver behaviour, this will ensure cost savings are realized by SARS . Training must be provided to educate fleet Users on a continuous basis.

- Information related to excessive idling of vehicle.
- The system must have an accident impact sensor to record data and the time of impact, where required.
- No opening the door (or any other auxiliary trigger that monitors a change in state such as tampering with the fuel cap, bonnet, battery etc. of the vehicle).
- The system should be able to provide second-by-second data when required, in order to detail and reconstruct the events leading up to an accident or other event. This should be automatic, without manual data capturing necessary.
- There must be an option to immobilise the vehicle remotely. Activation or demobilizing of the vehicle should be allowed only for designated officials within SARS.
- Be able to produce driver overview/error reports. This will enable SARS to identify possible bad driving habits and then to put into place measures to correct such habits thereby improving the driving habits of SARS officials.
- All driver behaviour is recorded and is linked to vehicle performance, fines received, and accident history must be reported to SARS on a monthly basis.
- **A register of all SARS' drivers who are authorized to drive SARS' vehicles must be created by appointed Service Provider.** Drivers' details, including links to their supervisors and managers are to be recorded in a central database.
- The unit must be capable to provide information on the engine-status and possible faults.
- Monitor vehicle ignition status (On/Off)
- Should monitor the fuel levels within the fuel tank and the times that there are substantial changes in the fuel tank levels such a tank being filled or drained.
- The system should record **"accident data"** which may be automatically downloaded when required. This data will display tracking information at a second-by-second resolution in the time preceding the accident. The accelerometer within the unit should recognize an **"impact"** and then automatically download the relevant accident data to the system, and at the same time a notification of the accident must be sent to the relevant users or management team as identified by the SARS.
- Provide risk management reports to indicate a summary of statistics by vehicle or driver relating to speeding exceptions, stop lengths, excessive engine idling, after hours usage, attempted system tampering (if any) and productivity within a particular period
- Monitor battery connectivity.
- Must be fitted with a **sound buzzer** when vehicle is driven over the road speed limit.
- Must have an alarm, recording of duration whenever the fuel tank lid is removed/tank is opened.
- Other information required to be maintained by the system, include but not limited to:
 - Registration details of every vehicle (e.g., flag vehicles that are close to renewal of registration).

- Insurance details.
- Status of the vehicles (e.g., new, close to end of life, e.g., 80%/90%/100% of useful life, disposed, salvaged, etc.)
- Registration details of every vehicle (e.g., flag vehicles that are close to renewal of registration).
- Insurance details.
- eTag details
- Road worthiness details and flag to warn when vehicle is due for test
- Disaster recovery and back-up controls
- Transition plan to ensure new system is implemented and rolled-out to all authorised SARS users nationally, users are trained and supporting manuals are provided, data required to be operational are completely and accurately loaded within two weeks
- **Note:** Since the recommended system will be part of the SARS network, the proposed software will be subject to SARS's Information Technology Department's approval.

2.12 Traffic Fines Management System

- The Service provider must have a clearly documented process/ system for management traffic fines nationally.
- Through the **on-board vehicle monitoring and tracking technology fitted, appointed Fleet Management company should be able to identify the driver of the vehicle, the specific date, time and location, which will either validate or defend the traffic violation.**
- In order for the fines to be administered, the postal address on all vehicles will be changed from SARS to appointed Fleet Management company with a delegated representative.
- The systems should be linked to the **AARTO system, and all other Traffic Authorities nationally** are followed under Traffic Act no. 93 of 1996 and to ensure that SARS complies accordingly. The appointment of a representative to act as indicated on behalf of SARS as required by the provisions of Regulations 336(1) of the National Road Traffic Act no. 93 of 1996.
- Ensure there is an efficient system that ensures every driver utilising a SARS vehicle is identified at the start of the trip as this will enable the process of fines redirection.
- Using this system, the Service Provider needs to ensure that SARS has the capability to manage and reroute/ redirect traffic fines upon receiving the pre-notification through the **AARTO system** and any other traffic management authorities' systems.
- It is the responsibility of the drivers of the vehicles to pay their own fines.
- **Traffic fines will therefore be for the account of the Service Providers if:**
 - the driver cannot be identified,
 - in cases where the Service Providers have been negligent in ensuring the SARS vehicles are well maintained to ensure they are roadworthy,
 - SARS incurred traffic violations due to expired licences, COFs and registration
 - Any other traffic violation resulting from the Service Provider not fulfilling their duties as per the terms and conditions of the Service Level Agreement.

- **Note:** In order for fine redirection to take place, the driver information is to be updated as and when changes occur.
- The Service Provider must provide training of SARS officials who will manage vehicle bookings and fines.
- The Service Provider must provide SARS with the training manuals on operations of the Service Provider's vehicle booking system and reports.
- Convene monthly meetings to discuss traffic fines report and ways to manage/ reduce fines.
- Conduct BRN clean-up to clear all fines issued against SARS on a regular basis by engaging various traffic Authorities to obtain copies of all traffic fines issued against SARS vehicles. (NB: BRN- Business Registration Number).
- Engage the various Traffic authorities on behalf of SARS to **negotiate, dispute, resolve, redirect or settle all the outstanding traffic fines.**
- The following minimum reporting is required in terms of fines management:
 - Comprehensive reporting on all fines issued i.e., provide SARS with monthly reports of all traffic fines paid, resolved, cancelled, outstanding and total fines incurred by SARS nationally.
 - Multiple fines per SARS officials.
 - Fines issued and status thereof for a specific period, per monthly or as and when required.
 - Comprehensive report on demerit points under AARTO Act issued against SARS drivers and category of the points issued irrespective of whether the points were issued in their personal or official capacity.

2.13 Driver Identification Management System

- SARS requires a web-based solution or Application for the management of vehicle bookings and identification of the driver or multiple drivers at a specific time through the booking system.
- Provide more than one process to identify the driver as a backup in case one system malfunctions e.g., if the driver tag fails to read, there should be a separate secondary process to log driver details or identify driver who utilised the vehicle
- The vehicle booking system must have the following capabilities:
 - The systems should be able to allocate each vehicle to a specific SARS location.
 - Vehicles should be transferrable between SARS locations by authorized SARS officials as vehicle are moved on a regular basis.
 - The systems should allow for the registration of a driver by a SARS official and should retain the driver details for future use and reporting.
 - The system should make provision for a vehicle to be booked out (Official trip request). This will include an individual applying for a pool vehicle, the manager authorizing the trip and the transport officer confirming vehicle availability.
 - The systems should be able to check the validity of the driver's license of a SARS official prior to a vehicle booking being confirmed.
 - It should allow the Users (Approved Drivers, Appointed Transport Officers and any SARS Authorised official) to upload any documentation onto the system linked to the specific trip. This can include driver's licenses.
 - Upon booking out the vehicle, the system should be able to make provision for:

- ✓ A vehicle condition report that will keep track of the condition of the vehicle as updated by SARS, including possible repairs.
- ✓ Inspections of vehicles done pre-and post-usage on an APP solution indicating condition of vehicle's interior and exterior
- ✓ The opening kilometres at the time of the vehicle being booked out.
- ✓ Should allow for the verification of the officials Persal number.
- ✓ The ID number and all driver license details including validity
- ✓ The date and time of the vehicle being booked out
- Upon returning the vehicle, the system needs to make provision for:
 - ✓ The date and time of the vehicle being returned,
 - ✓ The closing kilometres and a condition report of the vehicle.
- Transition plan to ensure new system is implemented and rolled-out to all authorised SARS users nationally, users are trained and supporting manuals are provided, data required to be operational are completely and accurately loaded

2.14 Vehicle Condition Assessment

- The system should provide for vehicle condition assessment reports and the generation of an accident or incident report. The system must make provision for the following:
 - A vehicle inspection form to be captured electronically on the system of the Service Provider e.g., Via an APP solution etc.
 - A drawing / schematic representation of the vehicle where damage can be indicated on, or photos taken depicting any damages.
 - The vehicle inspection form should carry at least the following fields per vehicle:
 - ✓ Vehicle details:
 - ✓ Vehicle base
 - ✓ Transport officer's details
 - ✓ Engine Number
 - ✓ VIN number
 - ✓ Vehicle registration number
 - ✓ Last date of vehicle detail verification
 - ✓ Vehicle registration number
 - ✓ Last date of vehicle detail verification
 - Accessories
 - ✓ Radio, Make and Model
 - ✓ Air conditioner
 - ✓ Alarm System
 - ✓ Tow Bar
 - ✓ Extras
 - Glass
 - ✓ Windscreen
 - ✓ Rear glass

- ✓ Side glass
 - ✓ Headlights
 - ✓ Taillights
 - ✓ Indicators
 - ✓ Mirrors
- Trim interior:
 - ✓ Carpets
 - ✓ Seats
 - ✓ Dash
 - ✓ Door trim
 - ✓ Internal trim
- Tyres (Good/ Fair/ Poor) for each tyre
- General
 - ✓ Service Book (Y/N)
 - ✓ Jack (Y/N)
 - ✓ Emergency triangle(Y/N)
 - ✓ Lock nuts(Y/N)
 - ✓ Wheel Spanners(Y/N)
 - ✓ Hub caps(Y/N)
 - ✓ Wheel caps(Y/N)
 - ✓ Spare wheel (Y/N)
- The following minimum reporting will be required in terms of vehicle bookings and vehicle condition:
 - All vehicle booking information
 - Access to vehicle condition reports per vehicle
 - Identification of a driver for a specific vehicle at a specific time
 - Driver history reports – vehicle utilization, kilometres travelled, and fines incurred, damage on vehicles.
- Reporting on the following vehicle condition fields:
 - No spare wheel
 - No jack
 - No emergency triangle
 - Lock nuts
 - Wheel Spanners
 - Hub caps
 - Wheel Caps
 - Fire Extinguisher
 - Damage to vehicle, in writing and in drawing format to allow the end user to indicate areas of the vehicle that is damaged
 - Other fields as prescribed by SARS.
 - Open field

2.15 Call Centre Service Operated 24 Hours a Day, 7 days a Week

- Provide a **reliable Call Centre Services available 24/7/365**. The Call centre needs to be available 99% of the time, failure to do so will result in a penalty.

- The Service Provider shall ensure that **95% of all calls be attended to within 1 (one) minute in person**. An automated telephone answering service does not constitute a call being “attended to”. **The Service Provider will be penalized for every call not answered within 5 minutes.**
- The call centre must be fully functional at the time of implementation of the contract.
- The Call Centre should have adequately trained staff that can deal with the needs of the SARS drivers.
- Capability to provide functional electronic reports on all call centre activities regularly, upon request within 48hours.
- All calls must be recorded for quality and future reference purposes.
- Escalation process for unresolved queries.
- The Service provider must put contingency plans in place in the event that the Call Centre is not available i.e., provide alternative emergency contact numbers.
- The Call centre must attend to a fleet related query such as:
 - Breakdown and roadside assistance for local and cross border.
 - ✓ **Minor breakdown** - minor technical problem which can be repaired immediately (normally at the scene of the breakdown). e.g., flat battery, keys locked in vehicle, flat tyre, mechanical failure, out of fuel, etc.)
 - ✓ **Major breakdown** - more complex technical problem and the vehicle may take considerable time to repair. Provide tow-in service. Tow-in costs if less than 80 km radius to nearest approved and preferred supplier of the Fleet Management company, at no cost (depending on the km to be travelled). Proof that storage costs will be limited and ability to proof value for money.
 - ✓ Only accredited vehicle recovery specialists may be appointed.
 - Assistance with non-function in fuel cards
 - Reporting of lost or stolen cards
 - Accident reporting
 - Emergency services required locally and cross border:
 - ✓ Medical support and recovery services of individuals and assets in the vehicle that was involved in the incident.
 - ✓ Emergency medical transportation.
 - ✓ Emergency medical transportation.
 - ✓ Recovery and return of mortal remains.
 - ✓ Cover costs related to incident, etc.
- For all calls logged via call centre, incident numbers must be provided, and the Service Provider must report on every query periodically. A proper audit trail for all queries is required:
 - Date query logged.
 - Details of request.
 - Details of person that logged the request.
 - Details of resolution.
 - Date of resolution; etc.

2.16 Fleet Disposals Management

- Clear process for Management of vehicle disposals including salvages.
- Capability to carry out mass disposals on a national scale.
- The Fleet Management company to propose different options available to facilitate the disposal of SARS vehicles (vehicles will be nationally, thus the solution should include the collection of vehicles):
 - Guaranteed Buy-back - proof value for money.
 - Facilitate the disposal process via auction.
 - Facilitate the disposal process via 3 quotes from accredited buyers.
 - Facilitate with scrapping of vehicles.
 - Other options available.
- **The Service Provider must maximize the revenue out of items sold, by ensuring highest bid price is obtained and three offers to purchase must be provided to SARS.**
- **In the event that SARS is not satisfied with the offer, SARS reserves the right to seek alternative means to dispose the vehicle.**
- With every disposal request, the Service Provider must conduct a full analysis of the vehicle condition and all factors considered in the valuation of vehicles and present to SARS.
- The Service Provider must ensure that number plates, specific reusable accessories (e.g., dog kennels on Customs vehicles and satellite equipment on Mobile Tax Units), SARS decals & Logos and license discs are removed from the vehicles prior to the sale and delivery of the vehicle.
- **All goods are sold “voetstoots” in whatever condition they may be at acceptance of a bid and with no guarantee whatsoever given.**
- Goods to be sold, includes vehicles as well as vehicle parts, accessories to vehicles, canopies, load bodies and scrapped vehicles.
- The Service provider will facilitate the collection of the vehicle by the buyer as soon as the sale has been concluded and has been accepted and paid for. **SARS will not be responsible for the delivery of the vehicle.**
- The buyer will make payments directly to the appointed Service Provider who will in turn pay the proceeds over to SARS.
- It is the responsibility of the Service Provider to ensure that any vehicle sold is removed from SARS premises within a period of **10 working days**. SARS may charge storage fees per day to the Service Provider for any days exceeding the 10 days.

2.17 Onsite Consultant Service

- Appoint a fulltime Onsite Consultant to attend to all day-to-day Fleet management related queries and ensure that they are resolved in line with the provisions of the SLA.
- **Must always be available 24/7/365** and may be required to be physical located at a specific SARS office.
- The consultant must be the single point of entry between SARS Fleet Management and the appointed Fleet Company.
- A proper escalation process and contact details also to be in place.

- Schedule and attend weekly and monthly meetings, sessions and discussions with all relevant people within SARS. These include the SARS operational, service, support and administrative and procurement areas.
- Management of fleet activities to ensure terms and conditions of the SLA are met.
- The Onsite consultant to prepare and present fleet reports to SARS Fleet Management team and be available for any fleet related meetings.
- The Onsite Consultant to assist with all invoicing, payment and billing related queries.
- The Onsite Consultant must ensure all fleet records are safely filed and available as and when required.
- The Onsite Consultant must be available to travel as and when required to SARS locations to attend to specific SARS fleet queries and road shows.
- Provide regular reports of the call centre service offered.
- Escalation structure/ process to report unsatisfactory service from the Onsite Consultant
- Contact details of the Onsite consultant as well as alternative contact details for emergencies.

2.18 End User Training

- **The Service Provider must provide SARS with the necessary training on:**
 - The Service provider's Fleet management processes and systems.
 - Processes for reporting of accidents and losses.
 - Fleet analysis and interpretation of reports.
 - Corrective measures to be implemented based on identified trends.

2.19 Fleet Data Integrator / Management Reports

- Provide detailed & accurate Fleet reports on a regular basis for management information as well as exception reports to assist as early warning signs with clear actions to be taken as part of the fleet management function.
- The Service Provider must be able to integrate the data of the different categories into meaningful and advanced fleet management reports which will assist Fleet Managers on operational and strategic level with decision making.
- Ensuring cost effective fleet management to SARS, including the integration of data from all other service providers, all management reporting, fleet analysis dashboard and trend identification.
- The platform should make provision and include an IOS and Android related application through which fleet information can easily be accessed and approvals for maintenance and repairs transactions can be granted.
- The online reporting system must enable Users to download reports of their choice and must be available 24/7/365.
- The Service Provider must provide training program to SARS to accommodate different user requirements.
- The Service Provider shall make provision for the creation of individual profiles for officials having access to the reporting system.
- **The reports may include but are not limited to the following:**

- Insurance Claims Status Progress Report. The service provider must ensure that their insurance reports are reconciled and agreed to SARS insurance service provider reports as well as SARS fleet management report.
- Vehicle Accident report per vehicle per driver.
- Detailed Fleet Management Report.
- Detailed Quarterly Fleet Management Report.
- Drivers Identification reports by vehicle per period.
- Tag Reader Status Report.
- Odometer report – Monthly Kilometres.
- Outstanding Traffic Fines Report indicating resolution status of each fine.
- Fuel Usage Detailed Report highlighting anomalies / exceptional usage.
- Licence Renewal Report highlighting the licences due for renewal.
- Report on any outstanding registrations, Certificates of Fitness (COFs) etc.
- Where required, the Service Provider should be able to provide reports to the State on the estimated market value of the SARS fleet.
- Provide reports related to all the vehicles that fall inside or outside warrantee, service, maintenance, or motor plans.
- Provide reports on Warrantees, service plans, maintenance plans and motor plan inclusions and exclusions for all makes and models in the State's vehicle fleet.
- Monthly invoice, statement, supporting detailed billing report (breakdown of all charges of the month) and supporting approved invoices to be provided on or before the 8-business day of every month.
- Billing report must be on Excel format
- Billing and reports to include all charges as well as insurance related claims
- Exception reports to be provided by no later than the 15th of every month.

2.20 Managing information and Supplier Performance Review Meetings

- The primary reason for having a partnership is to operate the fleet in the most effective and efficient manner and report back to SARS on management information and matters that require joint decision making.
- A monthly review meeting with SARS will take place to provide feedback on performance (usage, maintenance (value and volume broken down into types of maintenance, driver behaviour, under and over utilisation of vehicles, etc.), insurance, traffic fines as well as defining areas needing attention or decisions.
- Quarterly report to SARS executive summarising the monthly reviews, fleet related problems, savings realised and success stories (all identified strengths, opportunities, possible threats and weaknesses). A detail report on the SLA measures and to what extent the Service Provider complied with the SLA during the last quarter must also be presented.

3. Overview of SARS Fleet

The SARS fleet is currently made up of **1 048 units**, broken down as follows:

SARS Fleet Breakdown as of 06 October 2021			
Vehicle Category	Description	Quantity	%
Pool Vehicles	Admin Pool Vehicles/ Minibuses	554	53%
	Bakkies (LDVs)	158	15%
VIP Vehicles	5x VW Polo Hatch, 2 x A4 Audi, 1 x Q5 Audi, 2 x H1 Hyundai, T5 VW Kombi and 1 x C Class Mercedes Benz for Tax Ombud	12	1%
Specialised Vehicles	Customs Bakkies (LDVs)	174	17%
Specialised Vehicles	Volvo Scanner Truck at Beitbridge	1	0%
Specialised Vehicles	Mobile Tax Units (MTUs)	22	2%
Subtotal -Vehicles		921	88%
Specialised Vehicles	Motor Cycles	22	2%
Forklifts	Forklifts	10	1%
Hammer Mill & Trailer	Trailer Hammer Mill	3	0%
Forklifts & Trailers	Trailer Platform Lift	2	0%
Trailers	Trailers	53	5%
Marine	Motor Boats	6	1%
Other	Golf Carts	3	0%
Generators	4 units in storage, 22 in the MTUs , 1 unit in the Vito Bus and 1 unit in a Trailer for IT Facilities HO	28	3%
Subtotal -Other		127	12%
Grand Total SARS Fleet		1 048	100%

List of regions where vehicles will be operating *(volume of vehicles subject to change)*

Region	Count of the assets
Eastern Cape	60
Free State	73
Gauteng	354
Kwa-Zulu Natal	126

Mpumalanga	110
Northern Cape	30
Limpopo	71
North West	51
Western Cape	119
Grand Total Number of SARS Vehicles	1 020

Classification of vehicles owned by SARS

Fleet type	Count of Asset
Bakkies	332
Battery Golf Cart	3
Motor Cycles	22
Kombi Minibus	57
Mobile Tax Unit	22
Sedan	509
Trailers Including 3 Hammer Mills	41
Trailer Fuel Tanker	15
Trailer Platform Lift	2
Boats	6
Truck	1
Forklifts	10
Grand Total	1 020

National allocation of tracking units in the SARS Fleet vehicles

Region	Count of the tracking units per region
<u>Eastern Cape:</u>	<u>51</u>
• East London	
• Port Elizabeth	17
• Mmatata	29

	5
<u>Free State</u>	<u>64</u>
<u>Gauteng:</u>	<u>323</u>
• <i>Johannesburg</i>	194
• <i>Pretoria</i>	129
<u>Kwa-Zulu Natal</u>	<u>109</u>
<u>Mpumalanga</u>	<u>98</u>
<u>Northern Cape</u>	<u>27</u>
<u>Limpopo</u>	<u>68</u>
<u>North West</u>	<u>47</u>
<u>Western Cape</u>	<u>134</u>
Grand Total Number of GPS tracking units	921

