

## **ANNEXURE A**

### **BID SPECIFICATION DOCUMENT FOR FLEET MANAGEMENT SERVICES TO SARS OFFICES NATIONWIDE**

#### **1. BACKGROUND**

The purpose of this specification is to present the requirements of the South African Revenue Service (SARS) for Management of the national fleet, with related additional services.

Fleet management encompasses everything from advice on vehicle selection, monitoring of usage, maintenance, manage information, the disposal and replacement of the individual vehicles, registration, management and administration of governance requirements, training, etc.

The appointed Service Provider will be expected to deliver professional and cost effective managed maintenance services to the South African Revenue Service (SARS) national fleet with related additional services within an agreed Service Level Agreement.

SARS's 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, tire life, etc. to prevent overcharging from maintenance service providers and the ability to manage and correct employee behaviour.
- Appropriately contain SARS's risk and the drivers' risk, leaving SARS free to focus on deploying our fleet to maximum effect within SARS.

This tender is designed to provide a framework that will enable 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 transport and related assets, e.g. vehicles, special purpose vehicles, boats, jet skis, motorbikes, quads, trailers, forklifts, generators supporting special purpose vehicles, etc.

## 2. SERVICES REQUIRED AND SUPPORTING EVIDENCE TO BE SUBMITTED AS PART OF THE TENDER ( Technical evaluation criteria)

Service required		Description of Service	Guidance on supporting evidence	Weighting
<b>Vehicle booking and management system (25)</b>				
1	<b>Standard Fleet Administration, Maintenance and Booking Management system available to SARS</b>	<p>An automated solution to provide listings of all vehicles and their status to provide the necessary mechanisms to manage vehicles within the fleet.</p> <p>A real time solution controlling the booking of vehicles nationally as well as maintenance, scheduled servicing, inspections of vehicles, etc.</p> <p>The following details should be recorded:</p> <ul style="list-style-type: none"> <li>• Attributes of vehicles</li> <li>• Status of vehicles</li> <li>• Driver details</li> <li>• Booking details</li> <li>• Condition of vehicle and inspections done, etc.</li> <li>• Administrator rights to add, amend and delete information</li> <li>• Flag/ warning message when vehicle is due for scheduled servicing (by means of km readings, fuel consumption, etc.)</li> <li>• Maintenance incidents (date, description of maintenance, cost, etc.)</li> <li>• Keeping record of history</li> <li>• Indicate any under or over utilisation of vehicles,</li> <li>• Disaster recovery plan and back-up controls, etc.</li> </ul> <p>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.</p> <p><i>NOTE: Automated solution to be web-based but should be approved for usage by the SARS</i></p>	<p>Process flow with supporting screen prints to demonstrate the solution. Clearly define all data to be captured and controlled.</p> <p>Project plan to support transition indicating resources to be provided by the service provider to ensure successful implementation and to ensure system is operational within 2 weeks.</p>	10

Service required	Description of Service <i>Technology Department</i>	Guidance on supporting evidence	Weighting
2 <b>Managing information and decision making process</b>	<p>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.</p> <p>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.) as well as defining areas needing attention or decisions.</p> <p>Quarterly SARS executive to summarise 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.</p>	<p>Provide examples of a monthly and a quarterly report that are currently presented to your customers.</p> <p>Explain controls that are in place to ensure the reports are a true reflection of actual transactions and activities.</p> <p>Also provide example of a SLA report.</p>	5
3 <b>Vehicle telematics – tracking devices and biometric systems to support contract administration of vehicles</b>	<p>Once a vehicle or asset is purchased, SARS notifies the Fleet Management company where after it should be activated on a proposed automated system solution. The management of the asset continues throughout the life-cycle of the asset/ or the length of the contract whichever expires first. The vehicle management technology has to enable SARS to identify driver behaviour, the driver of the vehicle and the exact location of the asset at any time. Recorded location data must be stored and reported on a weekly and monthly basis. It has to allow displaying the asset's location against a map in real time and when analysing the track later.</p> <p>Other information required to be maintained by the system, include but not limited to:</p>	<p>Provide a process flow and a description of the system solution. Screen prints of critical activities in the system can be attached to provide practical examples and support same.</p> <p>Provide sufficient information to proof that all SARS requirements will be fulfilled.</p> <p>Project plan to explain how transition will happen and which resources will be allocated by the Service Provider to SARS to ensure successful implementation of the solution.</p>	10

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<ul style="list-style-type: none"> <li>• Registration details of every vehicle (e.g. flag vehicles that are close to renewal of registration);</li> <li>• Insurance details;</li> <li>• Status of the vehicles (e.g. new, close to end of life, e.g. 80%/ 90%/100% of useful life, disposed, salvaged, etc.)</li> <li>• Registration details of every vehicle (e.g. flag vehicles that are close to renewal of registration);</li> <li>• Insurance details;</li> <li>• eTag details</li> <li>• Road worthiness details and flag to warn when vehicle is due for test</li> <li>• Disaster recovery and back-up controls</li> </ul> <p>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 FM. Drivers' details, including links to their supervisors and managers are to be recorded in a central database.</p> <p>By identifying driver behaviour a more manageable and profitable fleet needs to be ensured and cost savings should be realized. Projects and training to educate users on a continuous basis must be available.</p> <p>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.</p> <p><i>Note: Since the recommended system will be part of the SARS network, the proposed software will be subject to SARS's Information Technology</i></p>		

Service required	Description of Service <i>Department's approval.</i>	Guidance on supporting evidence	Weighting
<b>Day to day managed maintenance (50)</b>			
4	<p><b>Insurance fund management</b></p> <p>When notified of a new vehicle purchased by SARS, Appointed Fleet Management Onsite Consultant will relay the details of this new unit on to the SARS's appointed insurance company.</p> <p>Confirmation will be obtained from the insurer stating that adequate insurance cover is in place and the system will be updated accordingly.</p> <p>Notification of this will be relayed on to SARS as part of the month end report.</p>	<p>Provide current processes that your entity follows to ensure your client's insurance receive up to date information and confirmation that the client's vehicles are sufficiently insured.</p>	3
5	<p><b>Managing emergencies, breakdowns and other customer requests locally and cross border</b></p> <p><b>CALL CENTRE:</b></p> <p>The successful bidder must have a 24/7/365 call centre with a call logging and tracking solution to ensure queries and requests are tracked, traced and resolved according to the Service Level Agreement and according to the requirements of the SARS Policy. Incident numbers must be provided and the Service Provider must report on every query periodically. A proper audit trail for all queries are required:</p> <ul style="list-style-type: none"> <li>• Date query logged;</li> <li>• Details of request;</li> <li>• Details of person that logged the request;</li> <li>• Details of resolution;</li> <li>• Date of resolution; etc.</li> </ul> <p>Should a driver require assistance, be it in the form of directions, breakdowns, accidents, or any other emergencies, they must be able to communicate with the appointed call centre and maintenance helpline. The Call Centre must provide immediate assistance and support. Details of the Call Centre number and a user manual should be readily available to all drivers.</p>	<p>Provide end-to-end processes that are followed in your Call Centre. Indicate service level agreements applied in your call centre, controls, etc.</p> <p>Provide the detail of the services available to support SARS's drivers (emergency services, breakdowns, roadside assistance, queries, etc.).</p> <p>Provide examples of reports.</p> <p>Explain disaster recovery and back-up controls that are in place for these.</p>	12

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<p>Monthly report to be submitted to SARS with all incidents reported, as well as status of calls. Explain disaster recovery system and back-up controls.</p> <p><b>EMERGENCY AND INCIDENT SUPPORT</b></p> <p>The following queries should be supported by the Call Centre (not limited to):</p> <p>Emergency services required locally and cross border:</p> <ul style="list-style-type: none"> <li>• Medical support and recovery services of individuals and assets in the vehicle that was involved in the incident;</li> <li>• Emergency medical transportation;</li> <li>• Recovery and return of mortal remains;</li> <li>• Cover costs related to incident, etc.</li> </ul> <p><b>BREAKDOWN AND ROADSIDE ASSISTANCE</b></p> <p>a. Breakdown assistance to be provided within the timelines that will be agreed in the Service Level Agreement for local and cross border (neighbouring countries), in</p> <ul style="list-style-type: none"> <li>i. Remote areas (e.g. more than 50 km from SARS Main site).</li> <li>ii. Main areas (e.g. less than 50 km from SARS Main site.)</li> </ul> <p>b. 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.)</p> <p>c. 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.</p> <p>d. Only accredited vehicle recovery specialists may be</p>		

Service required	Description of Service appointed	Guidance on supporting evidence	Weighting
6	<p><b>Fuel control</b></p> <p>Administration and delivery of fuel cards for new assets and periodic renewal, as well as changes and cancellations is required.</p> <p>The fuel card must be used on a national basis for both fuel and toll fees, via a SARS approved Service Provider. The cost of fuel will be SARS's account. The Service Provider must upload the daily fuel transactions into a Fleet Management System.</p> <p>Real time controls must be in place to prevent abuse and fraudulent use. Exception reports must be produced and highlighted to SARS, as well as possible risk areas. Exception reports must be provided on a weekly basis. Monthly summary to be included in the month-end report.</p> <p>Fuel cards will be ordered electronically from appointed Bank by appointed service provider.</p> <p>Appointed service provider will notify SARS when fuel card is ready and arrange delivery/collection and national distribution.</p> <p>Transition plan to ensure new fuel cards (if necessary due to change of banking institution that might be required by newly appointed service provider) is implemented and rolled-out to all authorised SARS users nationally within two weeks.</p>	<p>End to end process flow and system solution to ensure record keeping.</p> <p>Examples by means of screen prints and reports.</p> <p>Project plan to explain how transition will happen and which resources will be allocated by the Service Provider to SARS to ensure successful implementation of the solution.</p>	5
7	<p><b>Managed maintenance and authorised vehicle services</b></p> <p>A system should be in place to identify, track and trace maintenance requests (ad hoc or scheduled servicing) whether the vehicle is under guarantee/warranty/ out of guarantee. The On-site consultant must be able to actively predict the expected date of the next service/ maintenance activity of an asset and inform the appointed SARS official accordingly, to</p>	<p>Provide end to end process flow and supporting evidence e.g. screen prints of all solutions available to manage maintenance and repairs (ad hoc and scheduled servicing)</p> <p>Example of reports available</p>	10

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<p>schedule a date and appointment at accredited maintenance service provider for the vehicle to be serviced.</p> <p>The following triggers should be enabled to ensure consistent maintenance and safe keeping of the SARS fleet:</p> <ul style="list-style-type: none"> <li>• Scheduled servicing based on km travelled/ fuel usage/ other indicators that the appointed Fleet Management company may regard as triggers;</li> <li>• Ad hoc requests that can be logged at the appointed Fleet Management company's call centre or reported via other channels available;</li> <li>• Maintenance required as a result of a physical inspection by the appointed Fleet Management Company, etc.</li> </ul> <p>The Fleet Management Service Provider must have Service Level Agreements with the approved maintenance suppliers/ service providers on a national basis. The solution must manage and monitor booking and returning of vehicles, which includes, but not limited to, the Fleet Management service provider to ensure:</p> <ul style="list-style-type: none"> <li>• Maintenance only proceeds if the appointed maintenance service provider receives authorisation from the SARS Fleet Management service provider.</li> <li>• parts and labour costs are authorised, according to SARS policies.</li> <li>• repairs are validated to prevent overcharging and/ or repeat repairs.</li> <li>• repairs on accessories are managed.</li> <li>• warranty repairs are managed.</li> <li>• repairs due to vehicle abuse are monitored, managed and reported to SARS.</li> <li>• the technical condition of the vehicle is</li> </ul>		



Service required	Description of Service	Guidance on supporting evidence	Weighting
	<ul style="list-style-type: none"> <li>the turn-around-time that the vehicle spends in the dealerships for maintenance and repairs, ensuring optimum availability.</li> <li>track and trace notifications to prevent non-compliance and abuse/ negligence of SARS Officials e.g. by not taking the vehicle for the service</li> </ul> <p>Accident management services requires an end-to-end solution, from the time the accident is report and recorded until the moment the vehicles can be classified as repaired or disposed. This includes document management, notification of insurer, quotes, arrangement of assessments/ assessor, making arrangements to repair/ dispose, etc.</p> <p>Monthly report to be provided to SARS with details of all maintenance, e.g.</p> <ul style="list-style-type: none"> <li>Scheduled services fulfilled;</li> <li>Scheduled services not fulfilled by SARS official</li> <li>Description of maintenance</li> <li>Cost</li> <li>Volume,</li> <li>Accidents reported, status of call, warning of any long outstanding information, etc.</li> </ul>		
8 <b>Traffic Fine Management</b>	<p>Traffic authorities are becoming increasingly strict in the manner in which road traffic violations are dealt with.</p> <p>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.</p> <p>In order for the fines to be administered, the postal</p>	<p>Process flow to describe end-to-end solution available for day-to-day redirecting of fines as well as annual clean-up.</p> <p>Examples of reports available.</p>	10

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<p>address on all vehicles will be changed from SARS to appointed Fleet Management company with a delegated representative. Confirmation that the appointed Fleet Management company is compliant with AARTO and ensure that all regulations 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.</p> <p>The appointed Fleet Management company must redirect all fines to the drivers of the vehicles within agreed time as per the service level agreement. It is the responsibility of the drivers of the vehicles to pay their own fines.</p> <p>Monthly reports to be presented to SARS with all fines received redirected, resolved and unresolved not paid, status of fine.</p> <p>Furthermore, an annual clean-up must be performed to identify all fines that were issued on the SARS BRN (Business Registration Number) by major city councils.</p> <p><i>Note: In order for fine redirection to take place, the driver information is to be updated as and when changes occur. Changes are to be made on the Fleet Administration solution.</i></p>		
9	<p><b>Licence renewal</b></p> <p>The appointed Fleet Management company to facilitate the process of licence renewal and ensure delivery to all appointed SARS officials nationally before the expiry date of the old licence. SARS will be responsible to replace the license disks on the vehicles.</p>	<p>Process to describe end-to-end process, since the time the renewal/ new is triggered until delivery of licence disc to the appointed SARS official.</p>	5

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<p>Licence renewal may include the following, but not limited to:</p> <ul style="list-style-type: none"> <li>• Passenger vehicles - Receipt of annual license renewal disks.</li> <li>• Light Commercial vehicles - Receipt of annual license renewal disks.</li> <li>• Roadworthy Certificate – to be renewed prior to license disk renewal</li> <li>• Trailers/ water craft and motor cycles - Receipt of annual license renewal disks.</li> </ul>		
10	<p><b>Technical audits</b></p> <p>All vehicles in SARS' fleet will be physically inspected by appointed Fleet Management company to identify poor condition, unreported damage and whether vehicles are in condition that meet SARS' expectations and are roadworthy.</p> <p>SARS will clarify what is deemed to be an acceptable condition in the Service Level Agreement.</p> <p>The technical audits are a critical success factor in building SARS confidence and increasing appointed FM's visibility. These audits can be done on an agreed cycle.</p>	<p>Provide a proposed audit plan to explain how these technical audits will be exercised annually on 100% of the SARS fleet nationally.</p> <p>Support it with a scorecard that will be used as part of the technical audits and examples of reports and actions taken to remedy issues identified.</p>	5
11	<p><b>SANRAL eTag</b></p> <p>The appointed Fleet Management company has to facilitate the process of:</p> <ul style="list-style-type: none"> <li>• order eTags for new vehicles,</li> <li>• deliver eTags to authorised appointed officials nationally,</li> <li>• Service Provider to appoint banking institution to support process,</li> <li>• Ensure all vehicles are issued with active eTags,</li> <li>• Ensure eTag is cancelled and all outstanding amounts are settled when vehicle is disposed,</li> <li>• Assist with obtaining complete billing information and reports from SANRAL to ensure payments are up to date.</li> </ul>	<p>Provide end-to-end process that are followed to ensure clients' eTags are up to date</p>	5

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<ul style="list-style-type: none"> <li>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.</li> </ul>		
<b>Vehicle disposals (5)</b>			
12	<b>Vehicle disposals</b>  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): <ul style="list-style-type: none"> <li>Guaranteed Buy-back - proof value for money</li> <li>Facilitate the disposal process via auction</li> <li>Facilitate the disposal process via 3 quotes from accredited buyers</li> <li>Facilitate with scrapping of vehicles</li> <li>Other options available.</li> </ul>	Provide a description of possible options and support it with a pricing model to proof value for money	5
<b>Fleet Management Onsite consultant (5)</b>			
13	<b>Dedicated and capable on-site consultant</b>  The successful Service Provider will be responsible to provide a suitable and capable account manager/s or representative/s on a national and regional basis, whose responsibility it would be to endeavour to service the SARS account to the best of his abilities and provide a single point of entry into his organization.  It will be the accountability of this selected account representative/s to (not limited to): <ul style="list-style-type: none"> <li>be the single point of entry between SARS Fleet Management and the appointed Fleet Company (proper escalation process and contact details also to be in place)</li> <li>Schedule and attend weekly and monthly meetings, sessions and discussions with all relevant people within SARS. These include the SARS operational, service, support and</li> </ul>	Provide job description of the on-site consultants that are deployed by your company  Provide CVs of proposed on-site consultant and indicate years of experience and level of experience	5

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<ul style="list-style-type: none"> <li>administrative and procurement areas.</li> <li>present the monthly performance and usage statistics/ reports.</li> <li>ensure monthly invoices, billing report and supporting documentation are delivered to SARS within the time as defined in the Service Level Agreement (including maintenance and repair related costs)</li> <li>on-site support with any queries, incidents, training, assistance with systems, etc.</li> <li>report directly to SARS Finance: Fleet Manager</li> <li>operate within a SARS environment</li> <li>adhere to SARS house rules</li> </ul>		
<b>Monthly billing and reports (5)</b>			
14 <b>Consolidated monthly billing supported by billing report, exceptions report and all supporting documentation (e.g. invoices)</b>	<p>Monthly reports would include, but not limited to:</p> <ul style="list-style-type: none"> <li>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.</li> <li>Billing report must be on Excel format</li> <li>Billing and reports to include all charges as well as insurance related claims</li> <li>Exception reports to be provided by no later than the 15th of every month.</li> </ul> <p>Billing queries to be resolved within 24 hours.</p>	<p>Provide examples of billing and reporting</p> <p>Provide end-to-end process (input, processing and output) to ensure accurate, complete and valid billing. Indicate all controls that are incorporated in this process and levels of quality assurance applied</p>	5
<b>Vehicle tracking devices (10)</b>			
15 <b>Vehicle tracking devices</b>	<p>The tracking devices of the current Service Provider are attached to every fleet vehicle and related asset. However, these units have to be removed before new units can be installed.</p> <p>The tender must include the following pricing models for the GPS tracking units to proof economies of scale:</p>	<p>Pricing models to proof economies of scale – base it on the SARS size of the fleet over a contract period of 5 years.</p>	10

Service required	Description of Service	Guidance on supporting evidence	Weighting
	<ul style="list-style-type: none"> <li>• Proposal on how new devices should be acquired (considering the contract period of 5 years), e.g.               <ol style="list-style-type: none"> <li>a. Outright purchase the units; or</li> <li>b. Renting of units; or</li> <li>c. Combination of the above two models, over the contractual period.</li> </ol> </li> </ul> <p>The following related costs and events have to be considered as part of the pricing models:</p> <ul style="list-style-type: none"> <li>• Initial de-installation costs of old units and installation costs of new units at a discounted/ no charge;</li> <li>• Depreciation period of the units will be over 5 years;</li> <li>• Impact of normal installation and de-installation costs;</li> <li>• De-installation of units at end of the contract;</li> <li>• Related guarantees, maintenance and other costs.</li> </ul>		

*Bidders must meet a technical **threshold of 70 points out of a possible 100 points** to pass to the next gate for pricing and BEE evaluation.*

<u>Site visit</u>		<ul style="list-style-type: none"><li>• Site visit has no weighting</li></ul>
<u>16. Tracking demo</u>	Real-time system	
	Reporting	
	Driver ID - Master data system	
<u>Site location operational environment</u>	Is this the service provider Head Office	
	Backup and recovery in case of system or other failures	
	Overall look and feel of the site (neatness)	
<u>Administrative areas and back office</u>	Insurance division	
	Traffic fine division	
	Vehicle monitoring area	

### 3. Overview of SARS's fleet

#### a. List of regions where vehicles will be operating (volume of vehicles subject to change)

Region	Count of the assets
Eastern Cape	67
Free State	68
Gauteng	360
Kwa-Zulu Natal	96
Mpumalanga	128
Northern Cape	36
Limpopo	50
North West	39
Western Cape	119
<b>Grand Total Number of SARS Vehicles</b>	<b>963</b>

#### b. Classification of vehicles owned by SARS

Fleet type	Count of Asset
BAKKIES	331
BATTERY GOLF CART	3
BATTERY SCOOTER	7
MOTOR BIKES	2
KOMBI MINI BUS	64
MOBILE TAX UNIT	17
QUAD BIKES	2
SEDAN	478



TRAILERS	34
TRAILER FUEL TANKER	11
BOATS	2
JET SKI	2
FORKLIFTS	10
Grand Total	963

c. National allocation of tracking units in the SARS Fleet vehicles

Region	Count of the tracking units per region
<u>Eastern Cape:</u>	<u>58</u>
d. <i>East London</i>	<u>20</u>
e. <i>Port Elizabeth</i>	<u>31</u>
f. <i>Mmatata</i>	<u>7</u>
<u>Free State</u>	<u>68</u>
<u>Gauteng:</u>	<u>288</u>
• <i>Johannesburg</i>	<u>150</u>
• <i>Pretoria</i>	<u>138</u>
<u>Kwa-Zulu Natal</u>	<u>90</u>
<u>Mpumalanga</u>	<u>76</u>
<u>Northern Cape</u>	<u>20</u>
<u>Limpopo</u>	<u>50</u>
<u>North West</u>	<u>39</u>
<u>Western Cape</u>	<u>114</u>
Grand Total Number of GPS tracking units	803

SOUTH AFRICA

SARS

ZIMBABWE

MOZAMBIQUE

BOTSWANA

NAMIBIA

ZIMBABWE

LIMPOPO

NORTH  
WEST

GAUTENG

MPUMALANGA

SWAZILAND

KOSI  
BAY

KWAZULU  
NATAL

ST. LUCIA

RICHARDSBAY

PIETERMARITZBURG

DURBAN

PORT SHEPSTONE

WILD COAST

MTHATHA

EAST LONDON

INDIAN OCEAN

UTENHAGE

PORT ELIZABETH

MOSELEY

CAPE POINT

CAPE AGULHAS

CAPE TOWN

STELLENBOSCH

WORCESTER

VREDENDAL

NORTHERN CAPE

WESTERN CAPE

SOUTH AFRICA

SARS

ZIMBABWE

LIMPOPO

NORTH  
WEST

GAUTENG

MPUMALANGA

SWAZILAND

KOSI  
BAY

KWAZULU  
NATAL

ST. LUCIA

RICHARDSBAY

PIETERMARITZBURG

DURBAN

PORT SHEPSTONE

WILD COAST

MTHATHA

EAST LONDON

INDIAN OCEAN

UTENHAGE

PORT ELIZABETH

MOSELEY

CAPE POINT

CAPE AGULHAS

CAPE TOWN

STELLENBOSCH

WORCESTER

VREDENDAL

NORTHERN CAPE

WESTERN CAPE

FACILITIES  
MANAGEMENT

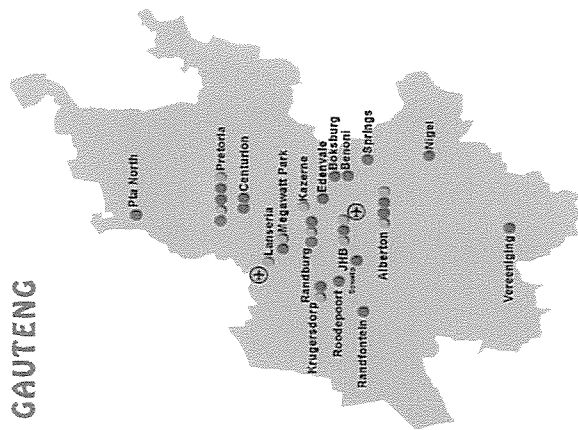
Last Revised on 28 March 2013

LEGEND

- Customs Office
- Border Post / Port of Entry / P.O.P
- Branch Offices / TPS
- Processing / Contact Centres
- Enforcement
- HR Development Centres
- LBC

Customs Airfreight

GAUTENG



## **5. Guidelines for mandatory response components**

- a. To qualify the bidder must be able to proof that it has branch offices in all regional areas or major towns. Provide a list of all branch offices with addresses and contact details of office managers to support footprint. Regional areas can be classified as follows, including ports of entry:
  - o Gauteng
  - o Western Cape
  - o Eastern Cape
  - o Northern Cape
  - o Free State
  - o Mpumalanga
  - o Limpopo
  - o North West
  - o Kwa Zulu Natal
- b. Must manage a total of fleets of at least 3 000 vehicles during the past 6 months;
- c. Must have a minimum of 3 year track record in fleet management services;

- d. Provide a letter of reference from at least 3 contactable clients on the client's letter head, signed by the client's fleet manager and with the contact details of the client's fleet manager in order to proof that your entity complies with (b) and (c) above. Complete the following table and refer to physical letter –

Name of entity (client)	Name and surname of Fleet Manager	Contact details of Fleet Manager	Size of Fleet (total of fleets managed during the past six(6) months must at least be 3,000 vehicles)	From and to date of Fleet Management Service Support provided to client (must at least have one reference of a client dating back to service provided 3 years ago or more)	Reference to the physical letter from the client

*Note: Failure to meet any one of the above-mentioned criteria will lead to immediate disqualification of the tender submitted.*

## Company profile

- 1.1. What is the name of the South African Service Provider?
- 1.2. What is the company's core competency?
- 1.3. Length of time in existence?
- 1.4. What is the local Service Provider's relationship with the service offered?
- 1.5. Number of years the Service Provider has been operational with the service?
- 1.6. What percentage of the Service Provider principal's total turnover does this service represent?
- 1.7. Indicate whether the Service Provider's companies are listed or not. If listed, provided the following information:
- 1.8. Who are the major shareholders?
- 1.9. Provide the names of every member of the Board of Directors for the Service Provider company. Please provide the Board Organizational Structure.
- 1.10. Supply a list of reference sites and names that can be contacted/visited/ benchmarked. SARS will want to make a Service Provider independent check of the references supplied.
  - 1.11. Size of largest client;
  - 1.12. Detail support and services provided for this service;
  - 1.13. What implementation support is provided or available?
  - 1.14. Provide a detailed description of the local on-going support infrastructure and processes;
  - 1.15. The Service Provider information should be detailed enough to assist in the final evaluation process ;

