|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **SERVICE LEVELS -01 October 2025 to 30 September 2030** | | | | | |
| **CONTENTS**  **SUBCATEGORIES** | **STANDARD** | **SOURCE OF INFORMATION** | **SERVICE LEVEL**  **FREQUENCY OF MEASUREMENT** | **SERVICE FAILURE PENALTY CREDITS** | **PARTIES INVOLVED** |
| **SARS General Fleet Related Queries** | * Are responded to within 24 hours of customer enquiry, if this cannot be achieved a new deadline date is communicated with the customer | Email/ Telephone | 24 Hours  Ongoing | 3% | SARS Fleet Management / Onsite Fleet Consultant |
| **Online Vehicle Booking System** | * The Web based. Online Realtime vehicle booking system to provide listings of all active vehicles and to provide the necessary mechanisms to manage (Add/ modify/ Delete) vehicles within the Fleet. * The following details should be recorded. * Trip details and location * Drivers’ details/ attributes i.e. check the validity of the driver’s license of a SARS official prior to a vehicle booking being confirmed. * Booking of available vehicle and returning vehicle * Initial kilometres and dates * Check Status of vehicle- dispatch inspections * Return kilometres and date. * Check Status of vehicle -Return inspection * Reports pulled from the system which may include but not limited to the following; * The system must Schedule services * Unscheduled Services/ repairs * Safety inspections * Breakdowns/ breakages/ reactive repairs | Reports from the system  Emails from the system | Ongoing-the online Vehicle Booking System must be available 24/7/365 online real-time from the inception of the contract.  The Service Provider must provide training to SARS within 90 days from the inception of the contract.  The Service Provider must provide training to SARS within 10 days upon receiving an ad hoc request from SARS. | 5% | Service Provider Online System |
| **Supplier Operational and 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 and management information and report back on matters requiring joint decision-making. * Operational meeting held weekly SARS Fleet Management and Service Provider * Insurance Monthly meetings with SARS Fleet Management, SARS Insurance Management, appointed Insurance Company and Service Provider * A **monthly review** meeting with SARS will take place to provide feedback on performance as well as defining areas needing attention or decisions. * **Quarterly SARS executive** feedback is a prerequisite to ensure that across all spectrums of management, there is an understanding as to the performance of the fleet Service Provider against the agreed SLA levels, challenges encountered and resolutions provided, achievements and savings realised. * **NB: Quarterly Supplier Performance Review Meeting to be convened by SARS Procurement division.** | Weekly Operational Meeting minutes and action register  Monthly insurance meeting Minutes and Action Register weekly  Monthly Performance review report with actual Achievements tracked against the SLA.  Quarterly Performance review report with actual Achievements tracked against the SLA. | Weekly Operational meeting  Within 7 days after meeting  Quarterly one day prior to meeting | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant  SARS Fleet Management and Service Provider Onsite Fleet Consultant Insurance Management  SARS Fleet Management, Service Provider, Procurement and SARS Corporate Legal |
| **Fleet Management Reports** | * The Service Provider to prepare detailed and accurate reports to enable SARS to manage its fleet effectively and efficiently. * The Service Provider must grant access to SARS staff to retrieve some of the reports directly from the Service Provider’s online Fleet Management System. * The reports must be customisable to meet SARS specific operational requirements. * The reports include but not limited to the following; * Insurance Claims Status Progress Report * Vehicle Accident report per vehicle per driver * Detailed Consolidated Monthly and Quarterly Fleet Management Reports * Drivers Identification reports by vehicle per period. * Driver Identification and Driver Behaviour Reports * 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. * 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. * Exception reports to be provided by no later than the 8th of every month. | Reports in various formats i.e. PowerPoint, PDF, Excel, Word etc | By the 8th of each month.  Any Fleet related reports on request | 5% | Service Provider Onsite Fleet Consultant and  Service Provider Online System. |
| **Vehicle Administration Records** | * SARS to provide details of all acquisitions, disposals and salvages to the Service Provider. The Service Provider must maintain full and accurate records and a reconciliation of all SARS fleet for the full life cycle of the vehicle (i.e. from date of acquisition to date of disposal / salvage) i.e * Vehicle Make * Model * Age * Correct SARS Cost Centre Allocation. * Physical location. * etc * Other services that form part of this are – update of vehicle details; *terminations; vehicle transfers and re-registrations.* * Service Provider must maintain records of all Fleet Billing transactions and payments. * Service Provider must maintain accurate records relating to Insurance claim e.g. Claim Forms, Quotations, Invoices, Proof of Payment, Assessors Reports etc. * ***NB: All the above details must also be updated and available on the Service Provider Online vehicle management system.*** | Proof of purchase  ENatis Certificates  Emails.  Service Provider Online System reports.  Claim Forms, Quotations, Invoices, Proof of Payment, Assessors Reports | Ongoing  Monthly | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant  Service Provider Online System reports.  SARS Insurance Management |
| **Toll Management** | * The 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 must facilitate the following processes:** * Order eTags from the Banking Institution on behalf of SARS for new fitments as well as for replacement eTags. * 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 Toll transactions report from Banking Institution and bill SARS within 30 days of receiving the information on a monthly basis. * Provision of Etoll reports to SARS clearly indicating the date, time, value and the identification of the tollgate for each toll transaction. | Banking Institution Toll accurate records of transaction reports  Fuel exception report.  Email | Monthly  Weekly | 3% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Fleet Disposal Management** | 1. The Service Provider must provide different options available to facilitate the end-to-end disposal process of SARS vehicles nationally including salvages. 2. The bidder must provide the following: 3. Three (3) quotations based on retail value. ***NB: 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***. 4. Ensure vehicles are collected within **ten (10) working days**. **SARS will not be responsible for the delivery of the vehicle.** 5. Ensure removal of SARS branding, specific reusable accessories such as dog Kernels, satellite equipment on MTUs etc. 6. 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. 7. All goods are sold “voetstoots” in whatever condition they may be at acceptance of a bid and with no guarantee whatsoever given. | Request for disposal forms  Emails  5 Photos showing different views of the vehicle including current Audiometer reading and a copy of the Licence disc. | The offer to purchase must be submitted to SARS within 20 Working days.  The Service Provider must pay over the disposal proceeds to SARS within 10 working days from the date of the receipt of the invoice.  SARS will hand over the vehicle and the ownership documents upon receipt of the full payment.  The disposal end to end process must be completed within 30 working days, failure in which will result in penalties. | 3% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Call Centre Service Operated 24 Hours a Day, 7 days a Week** | * The Service Provider must have a reliable call centre available **24/7/365** for directions, emergencies and incidents, breakdowns, roadside assistance and insurance, Routine Service and maintenance as well as general queries. * There must be a dedicated **toll-free number for SARS**. * 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 remain.     - 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. * There must be constant contact with the driver and response vehicles until the situation is resolved. | 24 Hour Call Centre  Toll Free number  Call Centre Activity Reports | Ongoing | 5% | SARS Fleet Management |
| **Fuel Card & Intelligent Fuel Management** | * The Service Provider must have a process and system in place for the verification and proactive management of fuel transactions to prevent any fuel fraud taking place. * The Service Provider must have a system for the delivery of fuel cards nationally. This applies to new cards, replacements, cancellations and periodic renewal of existing cards. * Ordering and delivery of new / replacement fuel cards before expiry of the current cards nationally to all SARS locations. * Record keeping and reporting of all fuel transactions. * Real time controls must be in place to constantly monitor usage in order to prevent abuse and fraudulent transactions. * Provide detailed fuel usage and exceptional transactions reports to SARS highlighting as possible risk areas and suspicious transactions identified on fuel transactions. * Implemented a Project plan to ensure smooth transition of Fleet Fuel cards to new banking institution upon appointment as well as at termination of contract. * A system that makes provision for online/ electronic ordering/cancellation and replacement of fuel cards / devices without any additional cost to SARS. * There must be a clear process for reporting lost / stolen cards and the replacement procedure thereof. * 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 SARS for the cost of replacement cards or the distribution thereof for cards lost by the Courier Service Provider. * The Service Provider must ensure payment of fuel merchants and bill SARS. * **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.   + Tank capacity in litres plus 10% of the Tank Capacity.   + Expiry date of card.   + Name and logo of SARS.   + Fuel type. * **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 SARS vehicle. * **SARS will not bear the cost or be liable for any loses 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 four **(4) 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.   + Fuel transactions on vehicles that are disposed or where fuel cards were cancelled. | Application form for lost or replacement card.  Fuel Transaction Report  Fuel Exception report | Supply cards within 7 days from date of order.  Notify SARS immediately of Fraudulent Transactions  Any declined fuel card transaction must be resolved within two hours upon receiving a copy of the declined transaction receipt and a photo of a Fuel Card from the SARS official.  Failure to comply will result in penalties. | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Fleet Maintenance, Service 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 managed maintenance functions shall include **all maintenance, repairs and accident repairs processes.** * The Service Provider’s online Vehicle Management System will receive regular kilometre readings, which must be uploaded into the Service Provider database. This information will enable the Service Provider to actively predict the expected date of the next service. * The Service Provider must contact the SARS appointed SARS Transport Officer of the vehicle and the SARS appointed dealership to schedule a date for the vehicle to be serviced. * 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/ dealer) 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. * **Only new OEM spare parts** may be fitted on SARs vehicles. Non-OEM parts can be fitted with written prior approval by SARS provided that they won’t affect the warranty and no “used” (i.e. second-hand parts) can be fitted on SARS vehicle. * 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 online vehicle management 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**.   + 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. | Call Centre Service booking request reports.  Vehicle service report  Vehicle Service Invoice | Tyre replacements -One day  Routine Scheduled Maintenance Service must be completed on the same day it’s booked.  Minor repairs: 3 Working days. Major Repairs (Engine breakdown, gearbox repair): 10 Working Days.  The Service Provider must obtain the invoice and make payment to the Service Provider according to the Merchants payment terms to ensure SARS Vehicles are released immediately upon completion of the service or repairs.  The Service provider must rebill SARS within 30 days upon payment of the Merchants. | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Service Maintenance and Repair Approval Process** | * 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 a **minimum** of **two (2) 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.   + **All repair or maintenance service jobs must come with a warranty indicating duration of warranty or distance in kilometres.**   + 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.  ORDER APPROVAL **Maintenance Repairs** Any repair costs under the value of R15 000.00 excluding VAT, Service Provider to authorize the repair to the relevant panel shop. Upon receipt of 3 independent quotations Service Provider will issue a purchase order to the workshop.In the case of repair costs exceeding R15 000.00 excluding VAT, an electronic purchase order approval will be sent to SARS Fleet Management Representative who is to approve the cost. **Glass Repairs**  Order approval required from **SARS** for costs **exceeding R8 000.00** excluding VAT. | Call Centre Service Booking Reference No.  Call Centre Activity report.  Written Quotations  Vehicle service report  Vehicle Service Invoice | Warranty as per Service Provider  The Service Provider must send electronic notification for approval either by Email or Cell Phone within 24 Hours.  SARS Fleet Management must approve Orders within **48** working hours. | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Order Approval for Repairs** |  | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Order Approval for Repairs** | ORDER APPROVAL   **Accidental Damage**  **Vehicle Drivable**   * Minimum of two quotations from two independent Service Provider’s approved Merchants. * Independent Service Provider will contact the SARS driver to make an appointment to assess the vehicle and provide the necessary quotation.   **Vehicle non-drivable**   * Minimum of two quotations from two independent Service Provider’s approved Merchants.   **Damages**   * After collection of repaired vehicle SARS will be given **48 hours** notification to review the damage on collected vehicles. | Quotations/ emails/ Cell Phone App | Drivable: Accidental damage: 7 working days  Non-Drivable: 48 working hours  Damages: Two (02) working days |  | Service Provider Onsite Consultant |
| **Order Approval for Repairs** | **QUOTATIONS EXCEEDING R16 000.00**   * **Pre- Assessment** * Service Provider to appoint an assessor should the value of the quotations received exceed **R16 000.00** excluding VAT, based on the highest quotation submitted. * **Post-Assessment** * The appointed assessor will perform a post-assessment on repair costs exceeding.   **R16 000.00** excluding VAT.   * **Additional Assessment** * Any latent repairs identified during the repair process will be investigated by the assessor. | Assessor assessment report | The Assessor must assess the Vehicle within 48 working hours after receiving the Quote.  48 working hours after completion of repair  As and when identified, within 48 working hours of notification from panel shop |  | Service Provider Assessor |
| **Traffic Fine Management** | * Traffic authorities are becoming increasingly strict in the manner in which road traffic violations are dealt with. The Service Provider must have a clearly documented process/ system for management traffic fines issued against SARS fleet nationally indicating ability to **pay, resolve and / or identify driver and redirect** fines **on behalf of SARS** as well as provide Traffic Reports. ***NB. In order for the fines to be administered, the proxy address on all vehicles will be changed from SARS to the Service Provider.*** * **Using an** **on-board vehicle monitoring and tracking technology fitted, the Service Provider should be able to identify the driver of the vehicle, on a specific date, time and location, which will either validate or defend the traffic violation.** * 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 Service provider must 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 successful redirection of fines as it is the responsibility of the drivers of the vehicles to pay their own fines. * **All fines received will be re-directed to the drivers of the vehicles with the assistance of the Service Provider.** **Note: In order for fine redirection to take place, the driver information is to be updated as and when changes occur.** * 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. * **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. * 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 by resolving (Paid, negotiate reduction or Cancellation, Cancel, redirect to driver etc.) 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. * EFM will redirect the fine to the driver through the relevant authority. | Weekly Traffic Fine meetings  Traffic Fines reports on request.  Copies of Traffic Fines issued.  Access to online Traffic Fines Management systems | All fines must be resolved/ paid / redirected within the month they receive or become aware of the fine being issued on SARS BRN.  Fines must be rerouted within 5 working days from date of receipt of physical fine from traffic authorities,  The Service Provider must provide proper and accurate report together with Traffic fines copies on a weekly basis to ensure that all SARS BRN listed fines are paid up regularly. This will result in penalties if deadlines are not met. | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Vehicle Registration, Licencing and Compliance Certificates** | * The Service Provider will provide a service to SARS 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 –annual renewal of license disks. * Light Commercial vehicles – annual renewal of license disks. * Roadworthy Certificate – to be renewed prior to license disk renewal. * Trailers/ watercraft and motorcycles - 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 must 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. | Licence renewal report.  COFs renewals report.  Overdue exception report. | All licences must be renewed 30 days prior to actual licence expiry date.  COFs to be renewed one (1) calendar months prior to actual licence expiry date. If the COF is rejected, the vehicle must be repaired same day to ensure road worthiness, and this may result in penalties against the appointed Service Provider. | 5% | SARS Fleet Management and Service Provider Onsite Fleet Consultant |
| **Dedicated Onsite Consultant** | * The Service Provider must appoint a fulltime dedicated and capable on-site consultant with the relevant and practical **Fleet Management experience which is not less than 7 years managing a fleet size of 3000 or more vehicles**. * The Onsite Consultant to attend to all day-to-day Fleet management related queries and ensure that they are resolved in line with the terms & conditions and service levels provided in the SLA agreed between SARS and the Service Provider. * 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 Service Provider and is responsible for the management of all fleet activities to ensure terms and conditions of the SLA are met. * The Service Provider must provider SARS with the direct contact details of the Onsite consultant as well as alternative contact details for emergencies. * ***The service provider to provide details of the escalation process, escalation matrix, names and contact details of the relevant persons*** for SARS to report unsatisfactory service from the Onsite Consultant***.*** * The Onsite Consultant must schedule **monthly meetings** and present monthly fleet management performance reports. * The Onsite Consultant in liaison with the SARS Procurement Representative must schedule **quarterly Supplier Performance Review** Meeting and present the Quarterly Feet management performance reports. * The Onsite Consultant must also be available upon request by SARS to attend any sessions, discussions relating to SARS fleet and prepare and present ad hoc fleet reports to SARS Fleet Management team **or any SARS staff at any SARS location.** * The Onsite Consultant to assist with resolution of 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. * Prepare and present various fleet reports as defined in this SLA or as requested by SARS on an ad hoc basis. | SLA | Available daily as per SARS working hours for the duration of the contract (5 years).  If the skills and experience as well as the actual performance of the Onsite Consultant does not meet the requirements set out in this SLA to manage the SARS account, it may result in SARS requesting the removal and replacement of the Onsite Consultant.  In the absence of the Onsite Consultant, the Service Provider must provide SARS with a dedicated and experienced personnel to fulfil the same duties of the Onsite Consultant as set out in this SLA. | 5% | Service Provider Onsite Fleet Consultant |
| **Vehicle Inspections &** **Technical Audits** | * The Fleet management company must perform a technical Audit by physically verifying all (100%) SARS vehicles by the end of **February of each** **year** and produce a Technical Audit 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. * The Service Provider must 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 Service Provider’s visibility. * Upon request from SARS, the Service Provider must conduct inspections and provide a mechanical report on specific SARS fleet. * The Service Provider’s system should provide for the generation of a detailed vehicle **condition assessment reports**. **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. | Technical Audit Report  SARS request for a technical inspection and Vehicle Mechanical Report. | Technical Audit must be conducted **between September and February of** each year and provide the technical report by the **end** March of each year.  The Audit roll-out plan must be provided prior to the actual commencement of Technical Audit  Failure to comply will result in Penalties being charged.  Ongoing / On ad hoc basis upon request | 3% | Service Provider Technical Audit Team  Service Provider to appoint Dealer / Merchant to conduct the Inspection |
| **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. The Service Provider must therefore provide a system that will assist SARS to manage our drivers more efficiently by being able to identify all SARS drivers utilising a specific SARS fleet vehicle at any time. * The Service Provider ***must have more than one process/ system 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 management technology ***should enable the Service Provider to identify driver behaviour, the driver of the vehicle and their exact location on a daily basis.*** The vehicle driver management system must therefore have the following **minimum** capabilities:   + The systems should be able to allocate & locate 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. * All driver **behaviour** must be recorded and linked to vehicle performance, fines received, and accident history must be reported to SARS on a monthly basis. By identifying driver behaviour, a more manageable and profitable fleet needs to be ensured, and cost savings should be realised. * A **register of all SARS’ drivers** who **are authorised to drive SARS’ vehicles must be created by the Service Provider**. Drivers’ details, including links to their supervisors and managers are to be recorded in a central database. * To enable **accurate reporting, tracking and efficient management of driver activities,** the system must have the following minimum features and functionalities;   a) must be **online** and provide **real-time data**.  b) must be able to **identify the driver and link to a specific vehicle** (i.e., driver name, employee No, vehicle description registration, time, date etc) or  c) must be able to identify **multiple drivers** linked to the same trip and same vehicle.  d) must enable SARS users to retrieve **online reports** indicating usage and driver activities with the full vehicle details, times and locations visited etc.  e) The reports must be **customisable** to SARS specific requirements. | Reports retrieved from the online system real-time.  New application for driver tag  The faulty driver tag must be replaced/re-programmed and couriered to the relevant staff member.  The stolen or lost driver tag must be replaced and couriered to the relevant staff member.  De-activation of the returned tag. | Ongoing  5 working days from date of request.  5 working days from date of request.  5 working days from date of request.  Immediately upon notification | 5% | Service Provider Onsite Fleet Consultant |
| **Vehicle Utilisation** | * Underutilised vehicles could lead to an additional expense being incurred by SARS which could amount to fruitless and wasteful expenditure. It must also be noted that the unavailability of any SARS vehicle due to accidents or incomplete repairs could hamper SARS operations as a result of staff members being left idle and unproductive unless SARS incurs additional cost of sourcing alternative means of transport for its staff. * **Past experience indicates that the area where the most cost savings can be realised is the identification of underutilized or over utilised vehicles and the management thereof.** * **The Service Provider must therefore have a clearly documented process for;** * identifying and managing **under or over-utilised** vehicles as well as providing recommendations and implementing solutions for improvement to SARS. * 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. | Utilisation Reports retrieved from the online Vehicle management system. | Monthly and  Ad hoc | 3% | Service Provider Onsite Fleet Consultant |
| **Fleet Telematics Solution: Vehicle Tracking and Recovery Mgt System** | * SARS requires a **web-based/ online GPS vehicle tracking** solution to monitor its fleet **24/7/365 on a real-time basis**. * The Service Provider must therefore 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 i**nstall 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 lease 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.** * 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, over speeding 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. | Reports retrieved from the Web based online vehicle tracking system | Ongoing-the system must be available 24/7/365 online real-time from the inception of the contract.  The Service Provider must provide training to SARS within 90 days from the inception of the contract.  The Service Provider must provide training to SARS within 10 days upon receiving an ad hoc request from SARS.  The Service Provider must install tracking devices on all SARS Vehicles within 40 working days from the inception of the contract.  The Service Provider must de-install tracking devices on all SARS Vehicles within the agreed dis-engagement period and provide de-activation certificates.  The Service Provider must install tracking devices on a SARS Vehicle within 5 days upon receipt of request from SARS or Service Provider detecting a faulty unit to be replaced.  The Service Provider must de-install tracking devices within 5 days upon receipt of request from SARS Vehicle which have been stolen, salvaged or disposed.  The complete register of tracking Units installed and active linked to each SARS Vehicle including deactivated units from vehicles disposed, stolen and salvaged must be provided to SARS Fleet Management on monthly basis. | 5% | Service Provider Onsite Fleet Consultant/ C-Track |
| **Comprehensive end-to-end Insurance /Accident Mgt Process including roadside Assistance Nationally** | * The appointed Service Provider must have an online system and a 24/7/365 Call Centre for reporting incidents, accidents and an **end-to-end** process for managing insurance claimsi.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   + Arrange assessments for any damages exceeding **R16 000.**   + Notify insurer of all claims and follow-up until finalised.   + Maintain a reconciliation of SARS claims with the SARS Appointed Insurance Service Provider.   + Service Provider must follow-up to ensure that repairs are carried out timeously and invoices received and paid.   + Clear salvage management process based on retail value. Disposal of accident damaged vehicles require an Assessors report indicating the applicable accident damage code 2, 3 and 4. **SARS and Service provider to agree on percentage payable per each code.**   + 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 tracking system that will detect accidents when they occur. * Clear process for reporting substandard repair work and procedure for return the vehicles for rework. * A **unique reference number** must be issued for all accidents/ incidents e reported via the Service Provider’s call centre who will in turn arrange for the repairs as well as facilitate the insurance claims process. * The call centre must provide a preauthorization to SARS to take the vehicle for repairs to a specific dealer / merchant **within seven (7) days**. * **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.   + Indicate if the vehicle driveable.   + 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. * The Service Provider call centre to ensure that the driver is not left stranded on the road and must assist them to secure car rental from the SARS Appointed Travel Management Company subject to obtaining written authorization the SARS Travel Management Office. Costs will be for SARS account. | Monthly Insurance meeting  Accident/ Incident Report Claim forms.  Insurance Claims report  Weekly internal meeting between Fleet Management, Service Provider, Insurance Management  Minutes of the Weekly and Monthly Insurance Meetings | The Service Provider must attend the monthly insurance meeting convened by SARS Insurance Department and provide monthly insurance claims report.  The Service provider must provide outstanding insurance claims report bi-monthly to SARS Fleet Management.  The Service Provider must ensure fully completed claim form is submitted by the driver within 2 working days of the reported accident.  The Service Provider must ensure driver takes the vehicle for quotation within 2 working days of the request from the Service Provider.  The Service Provider must approve the quotation and inform driver to take the vehicle for repairs within 3 days from receipt of the quotations.  The Service Provider must pay the Merchant within 30 days from the completion of the repairs.  The Service Provider must ensure all claims are finalised within 30 days from initiation to finalization/ settlement.  All payments to the service providers must be made within 30 days after invoice.  The Service Provider must provide SARS with a report of finalised Claims including invoice and proof payment on a monthly basis on the 8th of each month.  The Service Provider must provide within 10 working days upon request from SARS a report indicating market values of SARS Vehicles. | 5% | SARS Fleet Management, Service Provider Onsite Fleet Consultant,  SARS Insurance Dept,  SARS Appointed Service Provider |
|  |  |  |  |  |  |