



Thembisile Hani Local Municipality

Part C3: Scope of Work C3 Scope of Work

APPOINTMENT OF A SERVICE PROVIDER FOR THE PROVISION OF SUPPLY AND INSTALLATION OF THE MUNICIPAL FLEET MONITORING, TRACKING AND RECOVERY SYSTEM FOR A PERIOD OF 36 MONTHS.

1. Purpose and objectives

The purpose of this contract is to ensure that the Municipality's fleet are monitored and tracked at all times to ensure the safeguarding and control processes are in place

2. Background

The Thembisile Hani Local Municipality is located in Thembisile Hani Local Municipality is located in the Nkangala District Municipality of the Mpumalanga province. It is a semi-urban local Municipality consisting of 57 villages within which there are 5 (five) established townships. The municipal area measures 2 384 km².

3. Project duration

The appointment will be for three (3) years

4. Scope of works

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	Supply CLIENT with Fleet Tracking system and services	
	General Requirements	
	The Service Provider shall answer all feature and functionality requests below and provide backing documents showing evidence of ability to provide, with explanation if necessary.	
	CLIENT requires the service provider to supply, install and monitor a vehicle tracking system and service.	
	The selected supplier will be required to supply and install a proven monitoring system on a rental basis.	
	<p>The system should consist of the following components</p> <ul style="list-style-type: none"> • Hardware Device fitted to the motor vehicle • WEB software interface running on at minimum Chrome, Microsoft Explorer and Firefox with maps, trip replays and reporting. • Dashboard: The dashboard should be able to report all data by Driver or Vehicle and have quick and easy access to detailed data relating to a vehicle or Driver. <p>Native Smart APP running on IOS and Android as minimum.</p>	
	This offer to include the provision of all relevant software for use with the CLIENT's information technology systems and for live monitoring.	
	The system will be used for the monitoring of driving methods, vehicle performance and utilisation.	
	The system must incorporate GPS tracking to enable vehicle position to be tracked by the CLIENT.	
	The vehicle is required to be fitted with a driver identification system. Driver authentication must be done by the device i.e. not a server lookup. Device should be able to hold a minimum of 500 different authorised drivers. Each record to uniquely refer to a Driver at server level.	
	The installation needs to be done at the various CLIENT's various yards, to where vehicles will be brought.	
	Tracking devices will require removal and re-installation at various times of the contract.	
	Call out's for maintenance and technical issues must be dealt within a maximum of 48 hours of a call been logged.	
	The supplier must provide training both to the drivers and to management staff who are monitoring the system.	
	Work may be required to be undertaken on weekends as well. (Installations)	
	The service provider may be required to attend as an expert in disciplinary hearings or accident investigations.	
	Supplier to provide dedicated support to CLIENT.	

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	It may occasionally be necessary for a representative of the system supplier to give evidence in a court of law, regarding information generated by the system, in order to assist with the reconstruction of motor vehicle accidents.	
	The variation between actual vehicle speed and that indicated by the tracking unit must not exceed 5%.	
	The variation between actual time and that indicated by the vehicle tracking unit must not exceed 1%.	
	The appointed service provider will nominate a “Key Account Manager” to act as the key point of contact.	
	The “Key Account Manager” will attend to scheduled meetings, assist with the monitoring and review of the SLA, and will deal with problems that cannot be routinely resolved by the relevant Help Desk Operator and/or Supervisor.	
	The appointed service provider shall charge costs on a monthly basis in accordance with the agreed rates with reference to a monthly subscription.	
	The successful bidder will sign a Service Level Agreement (SLA) with the CLIENT.	
	The appointed Service Provider should have a manned 24/7 control centre monitoring alarms, calling and notifying relevant personnel of CLIENT and providing support on all security events relating to the vehicles.	
	The appointed Service Provider shall have a customer care manned, in office hours, by qualified personnel providing technical support and any reporting as required by the client.	
	Vehicle Alerts:	
	The system offered must be able to monitor and report the following Alerts . These alerts should all reference the driver or last driver driving the vehicle. It should be possible to send these alerts either by email or SMS at the time of the event.	
	<ul style="list-style-type: none"> • Road Over Speed 	
	<ul style="list-style-type: none"> • Global Over Speed 	
	<ul style="list-style-type: none"> • Excessive idling 	
	<ul style="list-style-type: none"> • Harsh Breaking 	
	<ul style="list-style-type: none"> • Harsh Acceleration 	
	<ul style="list-style-type: none"> • Panic Alarm 	
	<ul style="list-style-type: none"> • No Go Area – Alarm on Entry and Exit 	

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	<ul style="list-style-type: none"> • Preferred Area – Alarm on Exit and Re-Entry 	
	<ul style="list-style-type: none"> • Point of Interest – Alarm on Arrival and leaving 	
	<ul style="list-style-type: none"> • Battery Low 	
	<ul style="list-style-type: none"> • Battery Disconnect 	
	<ul style="list-style-type: none"> • Impact Alarm 	
	<ul style="list-style-type: none"> • Fuel levels 	
	<ul style="list-style-type: none"> • Tyre and windscreen monitoring system 	
	<ul style="list-style-type: none"> • Dash camera and audio inside the vehicles 	
	System Functionalities	
	Individual Driver Identification with immobilisation	
	Buzzer to warn driver of over speeding infringements (must be able to be adjusted to suit specified requirements).	
	Ability to safely Immobilise Vehicle from base station.	
	Real- Time GPS Tracking of Vehicle within 1 minutes of enquiry being made.	
	Ability to display position of vehicle either moving or stationary on detailed maps of South Africa to within 10 meters accuracy.	
	System should be able to report location down to street level and GPS co -ordinates	
	Automatic downloading information by GPRS or SMS.	
	Panic Button to be activated relaying alert, time and position information directly to the base station.	
	System must have a Driver management function allowing allocation of authorised drivers to each vehicle. The Device should be able to store a minimum of 500 drivers.	
	Driver authentication to be done by the device not the server	
	Software should be able to schedule daily, weekly and monthly reports to selected email addresses	
	Software should include a Dashboard providing summary information by vehicle and driver with ability to drill down to detailed layers of information in an efficient manner.	
	The Accident/Impact alert should be able to report 30 seconds before and 1 minute after an accident is recorded at 1 second intervals.	

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	It should be possible to change all parameters from software to accommodate different vehicle requirements.	
	Device Firmware must be upgradeable over the air.	
	When outside a GPRS/GMS network area the unit must be able to store a minimum of 5000 events and send this information back once back in GPRS/GSM network.	
	Should Unit be disconnected from vehicle's battery it must not lose any data and should continue reporting for at least 6hrs.	
	Downloading via GPRS and GSM of data from mobile units as and when required.	
	The system must be capable of using SMS for communication in the event of the GPRS communication failure.	
	The system should allow a schedule to be loaded to the device that will immobilise the vehicle at selected times by the CLIENT when the vehicle should not be driven. This should be an automated system managed by the device.	
	The service provider should offer vehicle recovery services within the borders of South Africa. The Service provider should offer a certificate audited by an independent group certifying a recovery rate over 80%.	
	Current demand in sleep mode must not exceed 25 milli amps.	
	The unit should incorporate self-diagnostic capabilities.	
	The unit must be equipped with an internal battery. The battery to be charged by the vehicle main battery only when the IGN is on. Evidence of this should be provided.	
	The functionality to make parameter changes and/or upgrades to the unit's software must be able to be done remotely from the base station without the need for work to be done on each vehicle.	
	WEB Service Reporting:	
	Vehicle activity/usage report detailing each vehicles activity in summary for custom period.	
	Daily, weekly and monthly vehicle summary report on utilisation. This report must if required combine details of relevant driver/s and vehicle utilisation.	
	Scheduled Reports. Daily, weekly and monthly scheduled reports of individual and custom groups of vehicles must be possible	
	Alert Report to Pre-programmed Parameters as-and-when required for either a single vehicle or group of vehicles.	
	Driver Rating Report which can be user-defined.	

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	A Dashboard view must be available covering a select group of vehicles over a selected period, providing details of activities by vehicle and driver.	
	Customised reports may be required for the CLIENT. To be included in the monthly fee.	
	Reports should also be available in Excel / CSV format.	
	The system should show a map with live locations of vehicles of the whole fleet	
	The System should allow viewing of a select group of vehicles from the Map Screen	
	The System should allow viewing of individual vehicles and ability to select any trip as displayed on the map screen for that vehicle.	
	Reports are to be user-friendly given the large number of people that will be involved with the system.	
	Mapping data to provide detailed lookup of street address against GPS co-ordinates provided.	
	Security of Information:	
	Information relevant to a user in one department must not be available for viewing by another user.	
	Data for CLIENT should be held in a secure manner and protected from hacking and unauthorised access.	
	Polling/Tracking	
	The vehicle tracking unit must incorporate a GPS (Global Positioning System) with accuracy of at least 10 meters.	
	It should be possible to adjust the time interval between each positional recording from 10 seconds to at least 30 minutes. It should also be possible to adjust the time between reporting these positions from 30 secs to 30 min	
	It should also be possible to regulate the time interval between the vehicle reporting when IGN in off mode. A position and status should be sent at least every 6 hrs.	
	Following activation by a driver of the Panic Button, the location of the vehicle must be relayed to the base.	
	It should be possible to see all vehicle's in a select group on a map with icons indicating Stationery IGN ON, Stationery IGN OFF, driving and alarm	
	Server Infrastructure	
	Data for CLIENT should be held in a secure manner and protected from hacking and unauthorised access.	
	Server Infrastructure should have a Disaster Recovery solution	

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	Server Infrastructure should have emergency backup power, when main power is cut off.	
	WEB interface to system	
	Downloading via GPRS and GSM of data from mobile units as and when required.	
	The system must be capable of using SMS for communication in the event of the GPRS communication failure.	
	Be able to indicate the following information on screen, of each vehicle when requested:	
	<ul style="list-style-type: none"> • Date and Time 	
	<ul style="list-style-type: none"> • Status of the Vehicle 	
	<ul style="list-style-type: none"> • Vehicle Registration number 	
	<ul style="list-style-type: none"> • Location of relevant street/locality map 	
	<ul style="list-style-type: none"> • Vehicle Speed 	
	<ul style="list-style-type: none"> • Driver Name 	
	Be able to replay historical information from any vehicle by the selection of specific date and time.	
	Make provision for codes for different drivers on pool vehicles.	
	Unit Installation	
	Unit must be robust, splash-proof and able to perform in severe off-road conditions.	
	Unit must be of a small size preferably no longer than 100mm in length, 60mm in width with a depth of 30mm.	
	Unit must be installed covertly with no visible sign of its position.	
	Unit must be housed in a tamper resistance box that incorporates a tamper warning device to indicate base station that tampering might be taking place	
	The unit must be installed without any interference of the vehicle's wiring or electrical system except for a connection to the vehicle's battery and ignition and suitable immobilisation.	
	Once immobilised, it should not be possible to push start the vehicle.	
	All wiring must be in line with the automotive standards and sleeving to replicate that of the vehicle.	
	Only VESA approved Fitters may be used to do the installations.	

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	Supply CLIENT with Fleet Tracking system and services	
	Please provide detailed information.	
	Product Name and Model	
	Are there any vehicle makes that the unit cannot be installed in. Please supply a list of vehicle kinds.	
	Which technical aspects called for in the specification can the product offered not comply with?	
	Product Description and technical documentation	
	Supplier must submit together with quote submission an operational manual of the WEB Interface.	
	Supplier should confirm if device can have authorised access from individual cell phone and supply an operational manual of the device.	
	The Supplier should provide a manual of the Smart APP with screen shots.	
	CLIENT Training, customer Service & Support	
	Service provider must have a 24 hour turn-around time in case of system failure.	
	Service Provider should include Training on all software for operating and monitoring purpose.	
	Service provider should include Driver training in operation of the identification system.	
	Service Provider must provide a number for a business hours customer service support line	
	Service Provider must have a 24/7 control centre that is monitoring security alerts and can activate recovery of vehicles.	
	Guarantees & Warrantees	
	Standard manufactures guarantees & warrantees to be provided for each unit.	
	Minimum 12 months guarantee on workmanship.	
	Maintenance & Repairs	
	Service Provider should be able to support any repairs, either warranty or de-re or a repair to a faulty unit for the duration of the contract within time parameters in SLA	

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	Repairs of malfunctioning hardware must be attended to within 24 hours.	
	Delivery and Installation	
	Delivery and installation must take place at the specified CLIENT premises.	
	Delivery and installation must take place within 60 days of receipt of an order.	
	Certification of Completed Works	
	A Certificate of Compliance must be issued by the relevant authority upon completion of the project and before any payment will be considered.	
	Evaluation	
	All quotes received shall be evaluated in accordance with the Public Finance Management Act, Act 1 of 1999 (read with its accompanying Supply Chain Management Regulations), the SCM Policy, and the Preferential Procurement Policy Framework Act, Act 5 of 2000 (read with its accompanying Regulations).	
	Points will be awarded to tenderers who are eligible for preferences in terms of SBD 6.1 : Preference Point Claims Schedule (where preferences are granted in respect of B-BBEE contribution)	
	The terms and conditions of SBD 6.1 shall apply in all respects to the tender evaluation process and any subsequent contract.	
	Supplier will first be evaluated on technical ability and capacity before Above are taken into consideration.	
	Pre – Qualification of Supplier	
	Bidder must submit full specifications of the proposed system to be installed.	
	Track record to be provided of at least 5 years.	
	Bidder should provide references of contracts over 100 vehicles, who may be contacted for confirmation.	
	Bidder should have a National Footprint and Include Audited Financial Statements	
	Required Standards for Hardware and System	
	ABS (Accredited Bureau for Security and Safety) Product Approval Certificate for hardware to be used	
	VESA approval as a “Vehicle Security Telematics Category C” member	
	Fitters to be VESA registered and approved	