



**TERMS OF REFERENCE FOR THE APPOINTMENT OF A  
SERVICE PROVIDER TO INSTALL VEHICLE TRACKING  
SYSTEM FOR SASSA GAUTENG  
REGIONGAUTENGREGION**

## **1. PURPOSE**

In order to ensure safety of SASSA owned fleet, monitor utilization, misuse, fraud and other fleet related challenges, the Transport Management Unit as mandated by the Agency, hereby invites bids from prospective service providers to provide comprehensive Vehicle Tracking System for 174 SASSA Gauteng Fleet for the period of 36 Months.

## **2. BACKGROUND**

2.1. SASSA was established in terms of the South African Social Security Agency Act, 2004 (Act No.9 of 2004) to administer social security grants in terms of the Social Assistance Act, 2004 (Act No.13 of 2004) and is listed as a schedule 3A Public entity in terms of the Public Finance Management Act (9 of 1999), is an extension of government's delivery arm that administer the delivery of grants to the eligible beneficiaries in the Republic of South Africa. Through SASSA the government ensures improvement of the social security service delivery system.

2.2. SASSA is currently structured as follows:

2.1.1 Head Office (National).

2.1.2 Regional Offices (Provincial Offices) located in nine provincial geographic areas.

2.1.3 District offices.

2.1.4 Local Offices (under District Offices); and

2.1.5 Service Points (under local Offices within Districts).

2.3. The Transport circular No.4 of 2000, National Road Traffic Act 93 of 1996, National Road Traffic Regulations, 2000, Treasury Regulations and SASSA Transport management Policy and other pieces of legislation regulate transport Management in SASSA.

2.4. The Transport Management Unit is responsible for the procurement and management of fleet throughout the Agency hence the need to install a technologically advanced management and monitoring system (Vehicle Tracking System) from a reputable and experienced service provider.

## **3. SCOPE OF WORK**

- 3.1. The successful bidder will be expected to install the Vehicle Tracking System and sign a three year performance contract (SLA) with the Agency within a month after the appointment.

#### **4. DEVICE SPECIFICATION**

- 4.1. A tracking device which uses Global Positioning System (GPS) technology for locating vehicles, (such as street location).
- 4.2. Each device must have a Unique Reference Number (URN).
- 4.3. The device must capture the GPS location information and vehicle information at regular intervals and transfer data to a central secure server.
- 4.4. The device must be fitted into the vehicle in a manner that does not interfere with the vehicle manufacturer warranties and should be un-detachable and difficult to tamper with.
- 4.5. The device must allow unlimited tests and searches for GPS device operation
- 4.6. The device must have a back-up battery and must monitor the battery in real time and replace battery where necessary.
- 4.7. The device must be connected to the vehicle's battery and must be clearly indicated as a feature of the device.
- 4.8. The device must allow for remote immobilization.
- 4.9. The device must allow for remote software upgrade.
- 4.10. The device must be able to send e-mail alerts on any of the configured violations.
- 4.11. The device must have a panic button or warning system which allows the driver to give alerts in cases of emergency situations which may require urgent responses from the service provider.
- 4.12. The device must have an impact sensor which gives an indication of crash as and when they happen.

#### **5. APPLICATION SPECIFICATION**

- 5.1. Web based Fleet Management Software.
- 5.2. Location based services (stolen vehicle recovery).
- 5.3. Android app for smart phones.
- 5.4. SMS based vehicle location polling.
- 5.5. SMS activated car guard function.

- 5.6. Configure SMS and/or e-mail notification.
- 5.7. High risk area and border proximity notification.
- 5.8. Over speed notification.
- 5.9. Harsh braking notification.
- 5.10. Tow notification.
- 5.11. Ignition on/off notification.
- 5.12. Curfew violation notification.
- 5.13. Status of vehicle including speed, location, start/stop.
- 5.14. Trip playback facility.
- 5.15. Standard and hybrid (satellite) maps.
- 5.16. Early warning system – movement without ignition/tow notification, curfew violation.
- 5.17. Assist button, usually located on the steering column, center console or seatbelt clip.
- 5.18. Extensive scheduled and on-demand reports in PDF, MS Excel or MS Word format.

## **6. BID PROPOSAL**

It is compulsory for all bid proposals submitted to cover the following:

- 6.1. Profile of the company outlining:
  - a) number of years of experience as a vehicle tracking company.
  - b) knowledge and capacity.
  - c) list of past vehicle tracking contracts (contact persons and numbers to be included).
  - d) list of current vehicle tracking contracts (contact persons and numbers to be included).
- 6.2. Proof of registration in accordance with all statutory requirements (SIRA) of the vehicle tracking system. The following must be submitted by the bidder:
  - a) Attached valid printed tax pin.
  - b) Terms of Reference (TOR).
  - c) Physical and postal addresses, contact details of the office which will be installing the vehicle tracking device.
  - d) A contingency plan to be implemented during industrial action must be attached to the bid proposal.
  - e) List of equipment to be used (must be SABS approved).

- f) Planned joint ventures/sub-contracting related to this project. (this will only be considered to be valid if there is proof of signed agreement by all parties involved).
- g) Project implementation plan and schedule. This should outline how the tracking service will be provided according to the bid specification.
- h) Price proposals must be strictly prepared and firm for the duration of the contract.
- i) Footprints around the country to ensure accessibility and effective service.

## **7. RESPONSIBILITIES OF THE SERVICE PROVIDER**

- 7.1. Conduct business in a courteous and professional manner.
- 7.2. Provide the necessary documentation as requested prior to the awarding of the contract.
- 7.3. Comply with SASSA security and emergency policies, procedure and regulations.
- 7.4. Ensure that all work performed and all equipment used on site are in compliance with the Occupational Health and Safety Act No.85 of 1993 (OHSA) and any regulations. promulgated in terms of this Act and standard instructions of SASSA Install the Vehicle Tracking System in a particular district three months after signing the Service Level Agreement (SLA).
- 7.5. The successful bidder will be required to provide a thorough training and support to the selected number of system operators per District in completion of the installation of the system.
- 7.6. De-installation and re-installation of the tracking device in cases of written-off vehicles, disposal, upon replacement.
- 7.7. Active tracking and monitoring of vehicles 24 hours seven days a week.
- 7.8. Provide a web based Fleet Management Software and software upgrades to all district offices as directed by the region.
- 7.9. Replace, maintain and upgrade the tracking device at stipulated times to ensure functionality at all times.
- 7.10. Report system downtime at all times.
- 7.11. Back-up and restore device data to support business continuity.
- 7.12. Provide project progress reports during the implementation phase.
- 7.13. Liaise with project manager during the roll-out on all project activities.

- 7.14. Successful bidders must advise the Supply Chain Management Unit immediately when unforeseeable circumstances will adversely affect the execution of the contract.
- 7.15. Full particulars of such circumstances as well as the period of delay must be furnished to SASSA.
- 7.16. Supply of monthly report.

## **8. SASSA RESPONSIBILITY**

- 8.1. Signing of the service level agreement.
- 8.2. SASSA will ensure that the service provider bill the agency in line with the terms of terms of reference.
- 8.3. Payment of valid invoices within 30 days.
- 8.4. Random check of the functionality of tracking device.
- 8.5. Performance management of the contract.
- 8.6. In the case of write-off vehicles, disposal and termination of contract SASSA will report to the service provider to de-install.

## **9. CONFIDENTIALITY OF INFORMATION MANGEMENT**

The service provider is required to sign a non-disclosure of information and to transfer data at the end of the contract.

## **10. EVALUATION OF THE TENDER**

- 10.1. The bid proposals shall be evaluated in accordance with the 80/20 principle. The evaluation shall be conducted
- 10.2. Mandatory Document

### **10.1.1 Stage One –Functionality Criteria**

Phase One: Functionality

Phase Two: Price and Preference Points

<b>Mandatory Document</b>	
<b>Administrative Compliance</b>	
<p><b>Bidders must submit the following:</b></p> <ul style="list-style-type: none"> <li>• Tax Compliance Status PIN</li> <li>• Valid BBBEE certificate (certified)</li> <li>• COIDA</li> <li>• Valid CSD report</li> <li>• Submission of technical proposal and all SBD forms, to be fully completed and signed, in response to the requirements outlined in the tender documents is compulsory.</li> <li>• Joint venture/sub-contractors agreement/ certificates to be submitted where applicable and all companies in the joint venture must individually comply with administrative compliance.</li> </ul>	

<b>Stage One –Functionality Criteria</b>				
<b>Phase</b>	<b>Activity</b>	<b>Evaluation</b>	<b>Allocated points</b>	<b>100</b>
	Experience in the industry (attach evidence of implemented tracking system contracts)	More than 9 years = 5 points	30	30
		Above 5 - 7 years = 4 points	20	
		Above 3 - 5 years = 3 points	15	
		Above 1 - 3 years = 2 points	10	
		0 - 1 years = 1 point	5	
	Knowledge and capacity of personnel (attach organogram structure and CVs)	More than 9 years = 5 points	30	30
		Above 5 - 7 years = 4 points	20	
		Above 3 - 5 years = 3 points	15	
		Above 1 - 3 years = 2 points	10	
		0 - 1 years = 1 point	5	
	Methodology of physical tracking, monitoring and reporting of the vehicle	Device specification	10	40
		System specification	10	
		Reporting specification	10	
		Project and contingency plan	10	

Bidders must score a minimum of 70 points on functionality to proceed to the price and preference stage.

Evaluation criteria for functionality are listed below:

Value: 1 = Poor, 2 = Average, 3 = Good, 4 = Very Good, 5 = Excellent

<b>Stage Two - Price and Preference</b>	100
Price	80
BBBEE	20

### Points awarded for BBEE status level of contribution

- In terms of Regulation 5 (2) and 6 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<b>B-BBEE Status Level of Contributor</b>	<b>Number of points (90/10 system)</b>	<b>Number of points (80/20 system)</b>
<b>1</b>	<b>10</b>	<b>20</b>
<b>2</b>	<b>9</b>	<b>18</b>
<b>3</b>	<b>6</b>	<b>14</b>
<b>4</b>	<b>5</b>	<b>12</b>
<b>5</b>	<b>4</b>	<b>8</b>
<b>6</b>	<b>3</b>	<b>6</b>
<b>7</b>	<b>2</b>	<b>4</b>
<b>8</b>	<b>1</b>	<b>2</b>
<b>Non-compliant contributor</b>	<b>0</b>	<b>0</b>

**Bidders must submit an Original or certified copy of B-BBEE Verification Certificate from a Verification Agency accredited by South African National Accreditation System (SANAS) or an original sworn affidavit signed by Emerging Micro Enterprise (EME) representative and attested by Commissioner of Oaths.**



## 11. PROJECT EXECUTION PLAN

**NB: MUST BE COMPLETED BY ALL BIDDERS. FAILURE TO COMPLY WILL INVALIDATE THE BID. THE INFORMATION PROVIDED SHALL ALSO BE USED DURING THE EVALUATION PROCESS.**

**ALL THE INFORMATION REQUESTED ON THIS DOCUMENT HAS REFERENCE TO THE SERVICE INDICATED ON THE PRICING SCHEDULE OF THE BID SPECIFICATIONS.**

<b>According to SASSA Requirements:</b>	
<ul style="list-style-type: none"> <li>There must be a Project Manager, he/she must always be available as and when required to attend to contract related matters.</li> </ul>	
<b>Training</b> Indicate the training that will be provided as well as where and when training will be given: <ul style="list-style-type: none"> <li>On-site training</li> <li>Any other training</li> </ul>	List the equipment which will be used.
<b>Project Implementation Plan</b>	Yes/ No _____
Did you attach a detailed Project Implementation Plan?	Indicate if there is any proof not attached and the reasons
Have you attached the following proof of registration: <ul style="list-style-type: none"> <li>Tax Compliance Status PIN</li> <li>CIPC</li> <li>COIDA</li> <li>Certificate from SABS</li> </ul>	Indicate if there is any proof not attached and the reasons  Yes / No _____ Yes/ No _____ Yes/No _____ Yes / No _____
<b>Prices</b> <ul style="list-style-type: none"> <li>Is the bid price firm for the duration of the contract?</li> <li>Did you complete all necessary SBD forms in line with the bid specification?</li> </ul>	Yes / No _____  Yes/ No _____

## **11.1. Meetings**

11.1.1. The Project Manager of the appointed vehicle tracking company must attend the following meetings organized by SASSA:

- a) Meetings with fleet management units, upon the appointment.
- b) Ad-hoc meetings organized as and when necessary;
- c) Progress review meetings to be held on a quarterly basis and/or as and when necessary.

## **12. PRICE**

12.1. All prices charged should be inclusive of VAT. The bid proposal must clearly indicate the total price, split into three years and be aligned to the following but not limited to:

- a) Tracking unit device
- b) Installation and configuration of the unit
- c) De-installation and upgrading of tracking device
- d) Subscription fee
- e) Vehicle recovery
- f) End-user training
- g) Accident investigation information

12.2. If the bid price is not firm, SASSA shall only consider price adjustments as per the CPI after a year of the contract.

## **13. RESPONSE FIELDS**

**13.1.** In order to evaluate and adjudicate bids effectively, it is imperative that bidders submit responsive bids. To ensure a bid will be regarded as responsive, it is imperative to comply with all conditions pertaining to this bid and to complete all the mandatory response fields and item questionnaires for the individual items specified.

**13.2.** Non-compliance with this condition will invalidate the bid for the item(s) concerned.

#### **14. PROJECT CO-ORDINATION ARRANGEMENTS**

The Facilities Management and Auxiliary Services Unit, based at SASSA Regional Office shall be responsible for the coordination of this project. The physical address is as follows:

**The South African Security Agency**

**28 Harrison Street**

**Johannesburg**

**2000**

#### **15. PROJECT PERIOD**

The project will commence after signing the contract. The service provider will be expected to provide vehicle tracking services for a period of 3 years.

#### **16. ENQUIRIES**

All requirements regarding the bid may be directed to the following:

For technical enquiries

Name: Bransby Shiba

Tel: 011 241 8356

Email: [Bransbys@sassa.gov.za](mailto:Bransbys@sassa.gov.za)

For bid administration enquiries

Name: Mzamane Modiba

Tel: 011 241 8381

Email: [Mzamanem@sassa.gov.za](mailto:Mzamanem@sassa.gov.za)