



WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

GENERAL GOODS & SERVICES BID DOCUMENT: TERM CONTRACT

16A – Goods & Services

Template Version 2.03 – November 2024

BID No : MT05/2025

BID TITLE : WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING
GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY
(IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE
CONTRACT

BID CLOSING : 11:00 on 14 November 2025

PURCHASER DETAILS WESTERN CAPE MOBILITY DEPARTMENT: GOVERNMENT MOTOR TRANSPORT (GMT)		PURCHASER'S REPRESENTATIVE/AGENT	
		Mr Riaan Fourie	
<u>PHYSICAL ADDRESS</u>	<u>POSTAL ADDRESS</u>	<u>PHYSICAL ADDRESS</u>	<u>POSTAL ADDRESS</u>
SCM: Tender Office 27 Wale Street CAPE TOWN 8001	SCM Tender Office Private Bag X9083 CAPE TOWN 8000	Ground Floor 3 Rusper Street MAITLAND 7405 Contact: Riaan Fourie Phone: 021 467 4747 Email: Riaan.Fourie@westerncape.gov.za	P O Box 352 MAITLAND 7404

NOTE:

All returnable documents as listed on page 3 in this document, including the Bid Form WCBD1 on page 5 must be completed in full and signed. The entire document, from page 1 through 151 must be submitted with your bid. Non-compliance will cause your bid to be rejected.

Name of Bidding Entity:

Company/Corporation Registration Number:

CSD/WCSEB Registration Number: MAAA.....

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT**

IMPORTANT NOTICE: Please DO NOT disassemble or dismember this document. DO NOT insert any attached pages to returnable schedules within the page sequence of the document. All additional pages must be attached AFTER the last page of the document and clearly marked to which returnable schedule they belong.

BID DOCUMENT TABLE OF CONTENTS	
PART A: The Bid	Page 2
List of Returnable Schedules and Documents	Page 3
WCBD1 Bid Form	Page 5
Additional Information, Terms and Conditions for Bidding	Page 7
PART B: Contract, Contract Form & Contract Data	Page 40
General Conditions of Contract (GCC)	Page 41
Special Conditions of Contract (SCC)	Page 52
WCBD7.1 Contract Form: Purchase of Goods and Services	Page 68
Contract Data	Page 72
PART C: Pricing Data	Page 75
Pricing assumptions & instructions	Page 76
Pricing schedule	Page 77
PART D: Scope of Goods and Services	Page 86
Goods & Services Specification	Page 87
Appendix: Drawings, schematics & annexures	Page 151

NOTE: The complete contract documentation comprises the following:

- This document, from and including page 1 forward, up to and including the last page (page 151) in the document page count;
- All items included by reference or otherwise in this document;
- All addenda/notices issued by the Purchaser to bidders prior to bid closing;
- All deviations included in the Schedule of Deviations on page 70 of this document;
- All additional pages appended by the bidder to returnable schedules which are accepted by the Purchaser.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

List of Returnable Schedules and Documents

IMPORTANT: The bidder must complete all returnable schedules. After completing each schedule, use the "Check" column to tick completion of each returnable schedule as a verification procedure for yourself to ensure all schedules are duly completed. **Failure to complete all returnable schedules will lead to the rejection of your bid.** Please see instructions for completion of returnable schedules on the next page.

1. Returnable Schedules required for bid evaluation and contracting purposes

Schedule No	Schedule Description & Location	Check
	Tender & Contracting Schedules:	
PART A Schedules		
A1	WCBD1: Bid Form Page 5	☐
A2	Tendering entity and authority of signatory Page 14	☐
A3	Compulsory Enterprise Questionnaire Page 19	☐
A4	WCBD6.1(b): Preference Certificate (90:10) Page 23	☐
A5	WCBD4: Declaration of interest Page 29	☐
A6	Addenda / Notices issued to tenderers Page 36	☐
A7	Critical risk assessment criteria applicable to this bid Page 37	☐
PART B Schedules		
B1	WCBD7.1: Contract Form: Purchase of Services Page 68	☐
B2	Contract Data Part Two: Data provided by the Supplier Page 74	☐
PART C Schedules		
C1	Pricing Summary Page 77	☐
C2	Price Schedule Page 78	☐
PART D Schedules		
D1	Contract Information required from Supplier Page 146	☐
D2	Amendments by Supplier Page 148	☐
D3	Supplier's schedule of subcontractors Page 149	☐

2. Returnable Documents to be submitted with bid

Document	Check
• B-BBEE Status Level Verification Certificate	☐
• Printed Current Tax Compliance Status (TCS) Result Summary Page	☐

Important information for completing returnable schedules

1. The returnable schedules list on the previous page shows all the returnable schedules which need to be completed and returned for bid evaluation and contracting purposes. This list includes both document-standard and project-specific schedules. The list should be used as a checklist by the bidder to verify that all returnable schedules have been duly completed, to avoid the bid being rejected due to an incomplete submission.
2. Each returnable schedule per main Part of the document is numbered, starting at Schedule A1 and following a consecutively incremented whole number sequence preceded by the Part identifier through each main Part of the bid document to the final schedule number assigned, as per the returnable schedules list.
3. Schedules can be quickly located by their document page number given in the list of returnable schedules.
4. The bidder must furnish all the information required for each returnable schedule with the indicated amount of detail to ensure compliance of the bid with responsiveness criteria.
5. Some schedules may either require, or have as an option, additional pages of information to be appended by the bidder when submitting the bid. In each case the exact number of additional pages must be indicated in the space provided on that schedule, or indicated as NIL if no additional pages are appended. **Please note: Appended pages must not be directly affixed to the returnable schedule itself, but must be grouped together at the end of the document (or at the end of each two-part section of the document as appropriate when a two-envelope submission is required), and all appended pages must be clearly marked with the schedule number to which they belong.**
6. All returnable schedules require the signature of the bidder's authorised signatory where indicated, and the date.

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT**

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

PART A: The Bid**WCBD1: Bid Form****SCHEDULE A1: WCBD1 Part A**

YOU ARE HEREBY INVITED TO BID FOR REQUIREMENTS OF THE WESTERN CAPE MOBILITY DEPARTMENT: GOVERNMENT MOTOR TRANSPORT (GMT)				
BID NUMBER:	MT05/2025	CLOSING DATE & TIME:	11:00 on 14 November 2025	
DESCRIPTION	WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT			
THE SUCCESSFUL BIDDER WILL BE REQUIRED TO FILL IN AND SIGN A WRITTEN CONTRACT FORM (WCBD7.1).				
BID RESPONSE DOCUMENTS MAY BE DEPOSITED IN THE BID BOX SITUATED AT THE LOCATION AS STIPULATED IN THE ADDITIONAL INFORMATION, TERMS AND CONDITIONS FOR BIDDING IN THIS DOCUMENT				
SUPPLIER INFORMATION				
NAME OF BIDDER				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS				
VAT REGISTRATION NUMBER				
COMPANY REGISTRATION NO			CSD No:	
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE [TICK APPLICABLE BOX]	☐ Yes ☐ No		B-BBEE STATUS LEVEL SWORN AFFIDAVIT	☐ Yes ☐ No
IF YES, WHO WAS THE CERTIFICATE ISSUED BY?				
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs & QSEs) MUST BE SUBMITTED TOGETHER WITH A COMPLETED 6.1 IN ORDER TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]				
TOTAL COST	Amount in figures R		Amount in words:	
SIGNATURE OF BIDDER	AUTHORISED SIGNATURE AS PER SIGNATURE BOX ON PAGE 6		DATE	AS DATED BY COMMISSIONER OF OATHS ON PAGE 6
CAPACITY UNDER WHICH THIS BID IS SIGNED (Ensure Schedule A2 on page 14 of this document is fully completed.)			Please Note: The total cost above is for bid evaluation and comparison purposes only. The offer shall revert to "NIL, Rates-Only" upon award.	
BIDDING PROCEDURE AND TECHNICAL ENQUIRIES MAY BE DIRECTED TO:				
CONTACT PERSON	Riaan Fourie			
TELEPHONE NUMBER	021 467 4747			
E-MAIL ADDRESS	Riaan.Fourie@westerncape.gov.za			

WCBD1: Part A Signature Sheet

For the purpose of simplifying the bid document and bid submission process, the official bid offer signature below by the bidder shall apply to this bid document as a whole, inclusive of all forms and returnable schedules which in the past required separate signatures on each form, including the Bid Form.

DULY AUTHORISED REPRESENTATIVE TO DEPOSE TO AFFIDAVIT/SOLEMNLY AFFIRM

Declaration and signature to be provided by the duly authorised representative of the entity under oath or solemnly affirmed before a Commissioner of Oaths, failure of which will disqualify the tender submission.

I, hereby swear/solemnly affirm

- i. that the information disclosed in this tender document is true and accurate;
- ii. that I understand the contents of this tender document;
- iii. that the entity undertakes to independently arrive at any offer at any time to the *Client* without any consultation, communication, agreement or arrangement with any competitor. In addition, that there will be no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications and conditions or delivery particulars of the products or services to the *Client*;
- iv. that the entity is aware of, and undertakes not to, disclose the terms of any bid, formal or informal, directly or indirectly, to any competitor, prior to the awarding of the contract, and
- v. that the authorised signature below serves as the required signature for ALL returnable schedules, including but not limited to the Form of Offer and Acceptance, Preference Certificate, Declaration of Interest and others.

AUTHORISED SIGNATURE OF TENDERER

TO BE COMPLETED BY COMMISSIONER OF OATHS:

I certify that before administering the oath/solemn affirmation I asked the deponent the following questions and wrote down his/her answers in his/her presence:

- | | | |
|-----|--|---------------|
| 1.1 | Do you know and understand the contents of this declaration? | ANSWER: |
| 1.2 | Do you have any objection to taking the prescribed oath and wish to make a solemn affirmation instead? | ANSWER: |
| 1.3 | Do you consider this declaration to be binding on your conscience? | ANSWER: |

I certify that the deponent has acknowledged that he/she knows and understands the contents of this document inclusive of all declarations therein, which was sworn to/solemnly affirmed before me and the deponent's signature placed thereon in my presence.

SIGNATURE	FULL NAMES (Commissioner of Oaths)

Designation (rank)ex officio: Republic of South Africa

Date:

Place

Address:

Commissioner's Stamp

WCBD1 Part B: Terms and Conditions for Bidding

1. BID SUBMISSION:	
1.1. BIDS MUST BE DELIVERED BY THE STIPULATED TIME TO THE CORRECT ADDRESS. LATE BIDS WILL NOT BE ACCEPTED FOR CONSIDERATION. 1.2. ALL BIDS MUST BE SUBMITTED ON THE OFFICIAL FORMS PROVIDED– (NOT TO BE RE-TYPED) 1.3. BIDDERS MUST REGISTER ON THE CENTRAL SUPPLIER DATABASE (CSD) AS WELL AS THE WESTERN CAPE SUPPLIER EVIDENCE BANK (WCSEB) TO UPLOAD MANDATORY INFORMATION NAMELY: (BUSINESS REGISTRATION/ DIRECTORSHIP/ MEMBERSHIP/IDENTITY NUMBERS; TAX COMPLIANCE STATUS; AND BANKING INFORMATION FOR VERIFICATION PURPOSES). B-BBEE CERTIFICATE OR SWORN AFFIDAVIT FOR B-BBEE MUST BE SUBMITTED TO BIDDING INSTITUTIONS. 1.4. THIS BID IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT 2000 AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND SPECIAL CONDITIONS OF CONTRACT.	
2. TAX COMPLIANCE REQUIREMENTS	
2.1 BIDDERS MUST ENSURE COMPLIANCE WITH THEIR TAX OBLIGATIONS. 2.2 APPLICATION FOR TAX COMPLIANCE STATUS (TCS) MAY ALSO BE MADE VIA E-FILING. IN ORDER TO USE THIS PROVISION, TAXPAYERS WILL NEED TO REGISTER WITH SARS AS E-FILERS THROUGH THE WEBSITE WWW.SARS.GOV.ZA. 2.3 BIDDERS MUST SUBMIT A PRINTED TCS WITH A RESULT SUMMARY PAGE (DOWNLOADED FROM EFILING) TOGETHER WITH THE BID. 2.4 IN BIDS WHERE CONSORTIA / JOINT VENTURES / SUB-CONTRACTORS ARE INVOLVED, EACH PARTY MUST SUBMIT A SEPARATE PROOF OF TCS AS MENTIONED ABOVE.	
3. QUESTIONNAIRE TO BIDDING FOREIGN SUPPLIERS	
3.1. IS THE BIDDER A RESIDENT OF THE REPUBLIC OF SOUTH AFRICA (RSA)?	☐ YES ☐ NO
3.2. DOES THE BIDDER HAVE A BRANCH IN THE RSA?	☐ YES ☐ NO
3.3. DOES THE BIDDER HAVE A PERMANENT ESTABLISHMENT IN THE RSA?	☐ YES ☐ NO
3.4. DOES THE BIDDER HAVE ANY SOURCE OF INCOME IN THE RSA?	☐ YES ☐ NO
IF THE ANSWER IS “NO” TO ALL OF THE ABOVE, THEN, IT IS NOT A REQUIREMENT TO REGISTER ON THE CSD NOR WCSEB NOR TO PROVIDE PROOF OF TAX COMPLIANCE STATUS; NOR OBTAIN A TAX COMPLIANCE STATUS FROM THE SOUTH AFRICAN REVENUE SERVICE (SARS) IF NOT REGISTERED AS PER 2.2 ABOVE.	

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Additional Information, Terms and Conditions for Bidding

1. TERMINOLOGY

- 1.1 In as far as possible, regular terminology where the meaning of words and terms are self-explanatory, clear and unambiguous, is used throughout this document. For the sake of clarity specifically related to the bid document and award of the bid, the following words and terms are to be interpreted as follows:
- "Bid" and "tender" have the same meaning, which is also the case for "bidder" and "tenderer". "Bid" and "bidder" are the preferred terms used throughout this document.
 - For bids, the terms "bid is non-responsive", "bid is non-compliant", "bid is not acceptable (or unacceptable)", "bid is disqualified", "bid is rejected", "bid is invalid", "bid is not considered" or syntax variations of any of these terms, all refer to various instances of the bid failing to meet certain criteria stated in the bid document which automatically result in an outcome where the bid is not awarded to the bidder.

2. SUPPLIER DATABASE REGISTRATION

Supplier Database Registration

All **prospective** Service Providers **must** be registered on:

- The Central Supplier Database (CSD), by tender closing date.
- All prospective Service Providers who are not registered on the CSD are requested to self-register via www.csd.gov.za.

Prospective Service Providers should be duly registered on the Western Cape Supplier Evidence Bank (WCSEB) for annual update of compulsory returnable schedules) WCBD4 and WCBD 6.1, BBBEE certificates/affidavit.

- Should assistance be required for the registration on the WCSEB you may contact the help centre at 021 833 5361 or an email can be directed to wcseb@westerncape.gov.za
- All Service Providers duly registered on the WCSEB are also requested to annually update their WCBD4, Declaration of Interest as well as their B-BBEE Rating Certificate or Sworn Affidavit in their original formats to the address below (copies, faxed or emailed copies will not be accepted).

**Provincial Treasury, 4 Waterford Place, 2nd Floor, Century City, Cape Town, or
Private Bag X9165, Cape Town, 8000**

3. BID DOCUMENT/S

- 3.1 The bid document (this document), issued by the Purchaser, is comprised of the Parts listed in the Bid Document Table of Contents on page 2 of this document. The bid document may be issued in two separately issued documents: the main document and the Appendix.

This bid document contains the "returnable documents" which must be completed and submitted to the Purchaser.

- 3.2 Documents will be available after **08:00** from **17 October 2025**.

Bid documents are only issued in electronic format, and must be requested by sending an email to mobilitytenders@westerncape.gov.za stating a return email address, the tender number, name of requesting entity and CSD registration number. **It is the bidder's responsibility to ensure that they obtain all the necessary documents/electronic files required for submission of a complete tender.**

Documents issued via email are free of charge. Information about the tender documents can be found on the eTender Portal of the National Treasury at <https://www.etenders.gov.za>.

- 3.3 Queries relating to the technical specification of these documents may be addressed to:
 Name : **Mr Riaan Fourie**
 Phone : 021 467 4747
 E-mail : Riaan.Fourie@westerncape.gov.za
- 3.4 **The closing time for receipt of bids is 11:00 on 14 November 2025.** Bids submitted by facsimile, electronically, and late bids will not be accepted.

4. COMPULSORY BID CLARIFICATION MEETING

The arrangements for a **compulsory** bid clarification meeting are:

Location: **GMT Boardroom A14, 3 Rusper Street, MAITLAND**
 Date: **30 October 2025**
 Starting Time: **10:00**

THE FOLLOWING CONDITIONS APPLY:

- (a) Failure to attend the meeting will automatically disqualify the bidder.
- (b) After official start of the meeting by the chairperson, late arrivals will as a general rule not be allowed into the meeting. However, the chairperson may, at his/her sole discretion, delay the official start of the meeting or decide to allow late arrivals into the meeting if he/she deems this to be appropriate in terms of prevailing circumstances at the time (e.g. traffic congestion, ineffective venue directions, etc), or if deemed to be in the interest of the Purchaser. This decision will be clearly conveyed to the bidders already present.
- (c) Bidders must complete and sign the meeting attendance register. Failure to complete and sign the attendance register will automatically disqualify the bid.
- (d) Addenda may be issued to all whom collected bid documents.
- (e) Bidders must be represented by a person who is suitably qualified and experienced to comprehend the implications of the scope of the good/services involved in this bid.
- (f) **IMPORTANT – PLEASE NOTE:** Bidders are required to have obtained, and studied, the bid document including all the technical and other specifications in detail prior to attending the bid clarification meeting. **This meeting will be the ONLY opportunity for bidders to ask clarification questions about anything regarding this bid. The Department will not entertain, or respond to, any verbal or written requests for additional information regarding this bid document, after the clarification briefing.** Please come prepared.

Written and verbal instructions given to bidders at the bid clarification meeting and which are recorded in the Purchaser's minutes of the meeting, form part of this Additional Information, Terms and Conditions for Bidding. Failure to comply with such instructions may lead to bid rejection.

5. CONTRACTING PARTIES

- 5.1 If awarded, the contract will be between the successful bidder(s) and the Purchaser as identified in the Contract Data.

6. IMPORTANT INFORMATION FOR COMPLETING AND SUBMITTING THE BID

- 6.1 The rates and prices offered by the bidder must be physically written into the pricing schedule of this bid document, completed in full and signed. Failure to do so will disqualify the bid. Printouts of electronic spreadsheets or any form of substitute for the returnable pages of the Price Schedule are not accepted for this bid.
- 6.2 The Purchaser requires bidders to return a fully priced Price Schedule with the bid submission. ALL ITEMS in the Price Schedule must be priced, subject to the following:
- a) Where pricing for any item is intentionally included in the rate or price of another item, this must in every instance be clearly indicated so by the bidder and cross-referenced to the item in question in the Price Schedule. **Bids showing a pattern of unpriced items without due**

reference to where the omitted prices are included in other items in the Price Schedule, will be rejected.

- b) Summarising parts or sections of the Price Schedule into single lump sums or rates without providing the breakdown of pricing of items as per the Price Schedule, is not acceptable and the bid will be rejected.

- 6.3 **PLEASE NOTE: No alterations/corrections to inserted information in the document (including pricing) may be performed by erasing or using masking fluid ("Tipp-Ex" or similar) on any submitted page.** Alterations/corrections to inserted information may only be performed as follows:

- (a) Strike a line through the incorrect information, write the corrected information as appropriate (under, above or next to the information to be corrected), **and initial at every incidence of alteration/correction.**
- (b) In the case of access to a digital copy of the bid document (PDF), simply reprint the page, enter the information on the reprinted page and substitute in the document.

Bid submissions with alterations/corrections not in compliance with the requirements as described above, will be rejected.

- 6.4 The terms and conditions of contract as contained in this document, comprise the only terms and conditions on which this bid will be awarded. No other terms and conditions proposed by the bidder will be accepted.

- 6.5 If a bidder wishes to submit an alternative bid offer, the criteria permitted for such alternative offer is that it demonstrably satisfies the Purchaser's standards and requirements, the details of which may be obtained from the Purchaser's Agent where not clearly stated in this document. The alternative bid offer will only be considered if the main offer as per this bid document is priced and submitted.

Calculations, drawings and all other pertinent technical information and characteristics as well as modified or proposed Pricing Data must be submitted with the alternative bid offer to enable the Purchaser to evaluate the efficacy of the alternative and its principal elements, to take a view on the degree to which the alternative complies with the Purchaser's standards and requirements and to evaluate the acceptability of the pricing proposals. Calculations must be set out in a clear and logical sequence and must clearly reflect all design assumptions. Pricing Data must reflect all assumptions in the development of the pricing proposal.

Acceptance of an alternative bid offer will mean acceptance in principle of the offer. It will be an obligation of the contract for the bidder, in the event that the alternative is accepted, to accept full responsibility and liability that the alternative offer complies in all respects with the Purchaser's standards and requirements.

- 6.6 **PLEASE NOTE: The complete bid document comprising pages 1 through 151 must be returned to the Purchaser when submitting a bid offer. If the pricing schedule or parts thereof are contained in the Appendix to this document, the duly completed pricing schedule or parts thereof must be returned with the bid document.** Other drawings, schematics or annexures in the Appendix need NOT be returned with the bid offer, unless there are specific instructions for a specific item to be returned, or if the bidder wishes to utilise any item for clarification purposes when submitting an alternative bid offer, when applicable.

- 6.7 The bid shall be signed by a person duly authorised to do so. Bids submitted by joint ventures of two or more firms shall be accompanied by the document of formation of the joint venture, authenticated by a notary public or other official deputed to witness sworn statements, in which is defined precisely the conditions under which the joint venture will function, its period of duration, the persons authorised to represent and obligate it, the participation of the several firms forming the joint venture, and any other information necessary to permit a full appraisal of its functioning. The document of formation of the joint venture shall state explicitly what the percentage participation in the joint venture will be of each entity involved.

- 6.8 A two-envelope procedure will not be followed for this bid.

- 6.9 The Purchaser's address for delivery of bid offers and identification details to be shown on each bid offer package are as follows:

Identification details: Bid No: **MT05/2025**

Location of bid box: **Western Cape Mobility Department**
27 Wale Street
CAPE TOWN
(Deposit bid document envelope/s into bid box slot on 27 Wale Street)

The bid box is open 24 hours a day, 7 days a week.

The bid slot opening is about 35cm wide and 10cm high, therefore, bid documents with larger dimensions must be delivered during office hours 08:00 – 15:00 for handover to an SCM official. Bidders to ensure that they document the name and contact of the officials who took receipt of the bid document.

Bid offers couriered to the Purchaser must be delivered to the following address:

WESTERN CAPE MOBILITY DEPARTMENT: GOVERNMENT MOTOR TRANSPORT (GMT)
SCM: Tender Office
27 Wale Street
CAPE TOWN
8001

Bids sent via courier must be delivered during office hours 08:00 – 15:00. Bidders must ensure they keep proof of delivery in every instance.

7. BID OFFER VALIDITY PERIOD

Your bid offer is valid for a period of **12 weeks**, expiring on **06 February 2026**. The Purchaser reserves the right to request an extension to the bid's validity period. In such circumstances, only offers from those bidders accepting the extension will be considered.

8. BID OPENING AND BID EVALUATION PROCEDURES

- 8.1 The time and location for opening of the bid offers is:

Time: **11:00 on 14 November 2025**
Location: **WESTERN CAPE MOBILITY DEPARTMENT,**
27 Wale Street
CAPE TOWN
8001

Bids will be opened immediately after the closing date and time; however, **results will be published on eTender within 10 days from tender closing.**

- 8.2 Test for acceptability: Bids will not be acceptable if:

- the bid is not in full compliance with specifications,
- the bidder has not fully completed and signed where required,
- the complete bid document inclusive of all the returnable documents as listed on page 3 of this bid document has not been submitted,
- all the requirements for bid submissions stated in this document have not been adhered to, or
- the bidder has failed to clarify or submit any supporting documentation or supporting information for clarification within seven days of being requested to do so in writing.

- 8.3 Arithmetical errors: When bids are checked for arithmetic errors, corrections shall be made in the following manner:

- If a schedule of rates/prices apply and there is an error in the line item total price resulting from the product of the unit rate and the quantity, the unit rate shall govern and the line item total price shall be corrected;
- Where there is an error in the total of the prices either as a result of other corrections required by this checking process or in the bidder's addition of prices, the corrected total of the prices shall govern and the bidder will be requested in writing to revise the total of the prices to achieve a corrected bid offer. If the bidder does not confirm in writing agreement to the

- revision of the offer in accordance with the corrected revised total of the prices within 7 calendar days after receipt of the Purchaser's written request to do so, the bid will be rejected;
- If a schedule of rates apply and where there is a discrepancy between the amounts in figures and in words entered in the Bid Form, the amount corresponding to the correct total of the prices shall govern and the other corrected;
- If a schedule of rates apply and where there is a discrepancy between the amounts in the Bid Form and the total of the prices in the Price Schedule, the amount corresponding to the correct total of the prices shall govern and the other corrected;
- In the absence of a schedule of rates and where there is a discrepancy between the amounts in figures and in words entered in the Bid Form, the amount in figures shall govern.

8.4 The procedure for the evaluation of responsive bids is **Price and Preference**

8.4.1 Price will be scored using the Formula $P_s = 90(1 - ((P_i - P_{min})/P_{min}))$ where:

1. P_s is the number of points scored for comparative price of bid under consideration;
2. P_{min} is the comparative price of the lowest acceptable bid offer;
3. P_i is the comparative price of bid offer under consideration.

8.4.2 Preference will be scored as follows:

Up to 10 bid evaluation points will be awarded to bidders who complete the preferencing schedule and who are found to be eligible for the preference claimed. The maximum attainable combined score for price and preference is 90+10=100 points.

8.5 Bids will only be considered if all the requirements as stated in these terms and conditions and in the GCC and SCC are complied with. Specific emphasis is placed on the following criteria for responsiveness:

- (1) It is not compulsory for bidders to be registered on the WCSEB by date of tender closing. The appointed service provider will however be required to register on the Western Cape Supplier Evidence Bank (WCSEB) to ensure all compulsory information is obtained upon expiry or annual renewal during the contract period. For the tender process, a completed WCBD4 form (Returnable Schedule A4) must be included in this document to enable responsiveness;
- (2) the bidder is registered on the Central Supplier Database (CSD) and the bidder is shown to be tax compliant either via online CSD verification, or by attaching written proof by SARS of approved arrangements in terms of the Supplier's tax clearance by close of bid;
- (3) **the bidder submits this complete bid document from page 1 to page 151 inclusive, with all returnable schedules duly completed and priced as per the instructions pertaining to each schedule and section, and requirements stated in these conditions of bidding at the close of bid;**
- (4) neither the bidder nor any of its directors/members/partners is listed on the Register of Bid Defaulters in terms of the Prevention and Combating of Corrupt Activities Act (Act 12 of 2004) as a person prohibited from doing business with the public sector;
- (5) neither the bidder nor any of its directors/members/partners are listed on the National Treasury's database of suppliers or persons prohibited from doing business with the public sector;
- (6) the bidder has not:
 - abused the Purchaser's Supply Chain Management System, evidence of which can be clearly demonstrated by the Purchaser;
 - failed to complete any previous contract due to the Supplier's own fault for any organ of state within the last 2 years;
 - submitted more than one offer (including participation in joint venture/consortium arrangements with others);
- (7) the bidder has completed the Compulsory Enterprise Questionnaire, Declaration of Interests (WCBD 4) and there are no conflicts of interest which may impact on the bidder's ability to perform the contract in the best interests of the Purchaser or potentially compromise the bid process.

8.6 All bids are subject to a comprehensive risk assessment in terms of:

1. Financial viability and sustainability;
2. Evaluation and validation of the required information provided by the bidder in inter alia returnable schedules including the evaluation of critical risk assessment criteria defined in returnable Schedule A7: Critical risk assessment criteria applicable to this bid.

The Purchaser reserves the right to request, in writing, additional information from bidders to clarify their offer if deemed necessary for risk assessment purposes. Failure on the part of the bidder to provide the additional information within seven calendar days after receipt of such a request will disqualify the bid. Bid offers which present an unacceptable high risk to the Purchaser in terms of any of the risk assessment criteria, will be rejected.

Prior to bid award, an on-site inspection of the bidder's business and operations may be undertaken by officials of the Purchaser to make an assessment of the facilities and manufacturing capabilities of the bidder (if applicable), for verification purposes and completion of the overall risk assessment for this bid. Each party will be responsible for their own costs related to such on-site inspection. If the site inspection reveals any falsification or misrepresentation of information submitted by the bidder in the bid submission, the bid may be disqualified.

9. CANCELLATION OF BID

An organ of state may, prior to the award of the bid, cancel a bid if-

- (a) due to changed circumstances, there is no longer a need for the services, works or goods requested; or
- (b) funds are no longer available to cover the total envisaged expenditure; or
- (c) no acceptable bids are received, or
- (d) there is a material irregularity in the bid process.

The decision to cancel a bid invitation will be published in the same manner in which the original bid invitation was advertised.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

SCHEDULE A2: Bidding entity and authority of signatory

The purpose of this Schedule is:

Section 1: To obtain the necessary information about the bidding entity and confirm the official bid offer signature of the bidder;

Section 2: To establish authority of the signatory to sign the bid offer and all other documents and/or correspondence in connection with and relating to the bid.

INSTRUCTIONS FOR COMPLETING THIS SCHEDULE:

Bidding entities may be sole proprietors, partnerships, trusts, companies, close corporations or consortia / joint ventures. This Schedule must be completed as follows:

- **If the bidding entity is a sole proprietor, trust, partnership, company or close corporation**, then complete both this page and Section 2.1 of this Schedule, and leave Sections 2.2 and 2.3 blank.
- **If the bidding entity is a consortium or joint venture**, then complete both this page and Sections 2.2 and 2.3 of this Schedule, and leave Section 2.1 blank.
- The contact details below must be the officially designated contact addresses which will be used by the *Client* for any and all communication in regard to this tender.

Section 1: Bidding entity

THE BIDDING ENTITY IS: (Circle or mark with X the applicable option)

Sole proprietor	Partnership	Trust	Company	Close corporation	Consortium	Joint venture
-----------------	-------------	-------	---------	-------------------	------------	---------------

NAME AND REGISTRATION NUMBER OF THE BIDDING ENTITY: As per Schedule A1

(Legally correct full name and registration number of the bidding entity)

CONTACT DETAILS: As per Schedule A1

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT IS
CONFIRMED AS THE OFFICIAL SIGNATURE FOR THIS BID**

Section 2: Authority of signatory

2.1: Resolution of board of *Trustees/Directors/Members/Partners

Notes:

1. *Delete which is not applicable.
2. IMPORTANT: This resolution must be signed by ALL the trustees/directors/members/partners of the tendering entity.
3. Should the number of trustees/directors/members/partners exceed the space available below, additional names and signatures must be supplied on a separate page.

RESOLUTION by the *Proprietor/Board of *Trustees/Directors/Members/Partners of:

.....
(Legally correct full name and registration number, if applicable, of the bidding entity)

Taken at On
(Place) (Date)

	Name of Proprietor/Trustee/Director/Member/Partner	Capacity	Signature
1			
2			
3			
4			
5			
6			

(Append separate page if not enough space)

RESOLVED that:

1. The entity submits a bid to the Western Cape Mobility Department in respect of Bid No: **MT05/2025: WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT**
2. *Mr/Mrs/Ms:

in *his/her capacity as:
(Position in the entity)

and who will sign the tender offer in Schedule A1 (Bid Form) of this document, be, and is hereby authorised, to sign the bid, and any and all other documents and/or correspondence in connection with and relating to the bid and any and all documentation, resulting from the award of the bid to the entity mentioned above.

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

2.2: Resolution to enter into Consortium / Joint Venture

Notes:

1. *Delete which is not applicable
2. A separate copy of this Section 2.2 must be duly completed, signed and submitted for each consortium/joint venture partner.
3. IMPORTANT: This resolution must be signed by ALL the trustees/directors/members/partners of the entity entering into the consortium/joint venture.
4. Should the number of representatives exceed the space available below, additional names and signatures must be supplied on a separate page.

RESOLUTION by the *Proprietor/Board of *Trustees/Directors/Members/Partners of:

.....
(Legally correct full name and registration number, if applicable, of the entity)

Taken at On
(Place) (Date)

	Name of Proprietor/Trustee/Director/Member/Partner	Capacity	Signature
1			
2			
3			
4			
5			
6			

(Append separate page if not enough space)

RESOLVED that:

1. The entity submits a bid, in consortium/joint venture with the following entities to the Western Cape Mobility Department in respect of Bid No **MT05/2025: WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT**

	Full legally correct name of entity	Registration No (if applicable)
1		
2		
3		
4		
5		
6		

(Append separate page if not enough space)

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

2.3: Resolution to bid as Consortium / Joint Venture

Notes:

1. IMPORTANT: This resolution must be signed by ALL the representatives of the bidding consortium/joint venture.
2. Should the number of representatives exceed the space available below, additional names and signatures must be supplied on a separate page.
3. Enter the entity details and representative details in the same and corresponding numerical sequence into the respective tables below.

RESOLUTION of a meeting of the duly authorised representatives of the following legal entities who have entered into a consortium/joint venture to jointly bid for Bid No: **MT05/2025: WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT**

	Full legally correct name of entity	Registration No (if applicable)
1		
2		
3		
4		
5		
6		

(Append separate page if not enough space)

Held at On.....
(Place) (Date)

	Name of authorised representative	Capacity	Signature
1			
2			
3			
4			
5			
6			

(Append separate page if not enough space)

RESOLVED that:

- A. The abovementioned entities submit a bid in consortium/ joint venture to the Department in respect of the bid mentioned above.
- B. *Mr/Mrs/Ms:
in *his/her capacity as:
(Position in the bidding consortium/joint venture)
- and who will sign the bid offer in Schedule A1 (Bid Form) of this document, be, and is hereby authorised, to sign the bid, and any and all other documents and/or correspondence in connection with and relating to the bid, as well as to sign any contract, and any and all documentation, resulting from the award of the bid to the entities in the consortium/joint venture mentioned above.
- C. The entities constituting the consortium/joint venture, notwithstanding its composition, shall conduct all business under the name and style of:
.....
(Consortium/joint venture name)
- D. The entities to the consortium/joint venture accept joint and several liability with the parties above for the due fulfillment of the obligations of the consortium/joint venture deriving from, and in any way connected with, the contract to be entered into with the Department in respect of the bid mentioned above.
- E. Any of the entities to the consortium/joint venture intending to terminate the consortium/joint venture agreement, for whatever reason, shall give the Department 30 days written notice of such intention. Notwithstanding such decision to terminate, the entities shall remain jointly and severally liable to the Department for the due fulfillment of the obligations of the consortium/joint venture as mentioned under item D above.
- F. No entity to the consortium/joint venture shall, without the prior written consent of the other entities to the consortium and of the Department, cede any of its rights or assign any of its obligations under the consortium/joint venture agreement in relation to the contract with the Department referred to herein.
- G. The entities choose as domicilium citandi et executandi of the consortium/joint venture for all purposes arising from the consortium/joint venture agreement and the contract with the Department in respect of the bid mentioned above, the physical address and contact details as furnished on the first page of this Schedule.

Number of additional pages appended by the tenderer to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

SCHEDULE A3: Compulsory Enterprise Questionnaire

Note: In the case of a consortium/joint venture, separate enterprise questionnaires as per this schedule in respect of each consortium/joint venture partner must be completed and submitted.

Section 1: Name of enterprise: Address of enterprise:																										
Section 2: VAT registration number, if any:																										
Section 3.1: CIDB registration number, if any: N/A	Section 3.2: CSD Registration Number: 																									
Section 4: Particulars of sole proprietors and partners in partnerships																										
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 33%;">Name*</th> <th style="width: 33%;">Identity number*</th> <th style="width: 33%;">Personal income tax number*</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td></tr> </tbody> </table>			Name*	Identity number*	Personal income tax number*																					
Name*	Identity number*	Personal income tax number*																								
* Complete only if sole proprietor or partnership and append separate page if more than 6 partners																										
Section 5: Particulars of companies and close corporations Company registration number..... Close corporation number..... Tax reference number.....																										

Section 6: Record of service of the state

Indicate by marking the relevant boxes with a cross, if any sole proprietor, partner in a partnership or director, manager, principal shareholder or stakeholder in a company or close corporation is currently or has been within the last 12 months in the service of any of the following:

- | | |
|--|---|
| ☐ a member of any municipal council | ☐ an employee of any provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act 1 of 1999) |
| ☐ a member of any provincial legislature | ☐ a member of an accounting authority of any national or provincial public entity |
| ☐ a member of the National Assembly or the National Council of Province | ☐ an employee of Parliament or a provincial legislature |
| ☐ a member of the board of directors of any municipal entity | |
| ☐ an official of any municipality or municipal entity | |

If any of the above boxes are marked, disclose the following:

Name of sole proprietor, partner, director, manager, principal shareholder or stakeholder	Name of institution, public office, board or organ of state and position held	Status of service (tick appropriate column)	
		current	Within last 12 months

Append separate page if not enough space

Section 7: Record of spouses, children and parents in the service of the state

Indicate by marking the relevant boxes with a cross, if any spouse, child or parent of a sole proprietor, partner in a partnership or director, manager, principal shareholder or stakeholder in a company or close corporation is currently or has been within the last 12 months been in the service of any of the following:

- | | |
|--|---|
| ☐ a member of any municipal council | ☐ an employee of any provincial department, national or provincial public entity or constitutional institution within the meaning of the Public Finance Management Act, 1999 (Act 1 of 1999) |
| ☐ a member of any provincial legislature | |
| ☐ a member of the National Assembly or the National Council of Province | |
| ☐ a member of the board of directors of any municipal entity | ☐ a member of an accounting authority of any national or provincial public entity |
| ☐ an official of any municipality or municipal entity | ☐ an employee of Parliament or a provincial legislature |

Name of spouse, child or parent	Name of institution, public office, board or organ of state and position held	Status of service (tick appropriate column)	
		current	Within last 12 months

Append separate page if not enough space

The undersigned, who warrants that he/she is duly authorised to do so on behalf of the enterprise:

- i) authorizes the Purchaser to obtain a tax clearance certificate from the South African Revenue Services that my / our tax matters are in order;
- ii) confirms that the neither the name of the enterprise or the name of any partner, manager, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears on the Register of Tender Defaulters established in terms of the Prevention and Combating of Corrupt Activities Act of 2004;
- iii) confirms that no partner, member, director or other person, who wholly or partly exercises, or may exercise, control over the enterprise appears, has within the last five years been convicted of fraud or corruption;
- iv) confirms that I / we are not associated, linked or involved with any other tendering entities submitting tender offers and have no other relationship with any of the tenderers or those responsible for compiling the Scope of Supply that could cause or be interpreted as a conflict of interest;
- iv) confirms that the contents of this questionnaire are within my personal knowledge and are to the best of my belief both true and correct.

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

SCHEDULE A4: WCBD 6.1(b): PREFERENCE CERTIFICATE (90:10)

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022 AND IN TERMS OF THE WESTERN CAPE GOVERNMENT'S INTERIM STRATEGY AS IT RELATES TO PREFERENCE POINTS

This preference form must form part of all bids invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS (TENDERERS) MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER, PREFERENTIAL PROCUREMENT REGULATIONS, 2022 AND THE BROAD BASED BLACK ECONOMIC EMPOWERMENT ACT AND THE CODES OF GOOD PRACTICE

1. DEFINITIONS

- 1.1 **"acceptable tender"** means any tender which, in all respects, complies with the specifications and conditions of tender as set out in the tender document.
- 1.2 **"affidavit"** is a type of verified statement or showing, or in other words, it contains a verification, meaning it is under oath or penalty of perjury, and this serves as evidence to its veracity and is required for court proceedings.
- 1.3 **"all applicable taxes"** includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions and skills development levies;
- 1.4 **"B-BBEE"** means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- 1.5 **"B-BBEE status level of contributor"** means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- 1.6 **"bid"** means a written offer on the official bid documents or invitation of price quotations and "tender" is the act of bidding /tendering;
- 1.7 **"Code of Good Practice"** means the generic codes or the sector codes as the case may be;
- 1.8 **"consortium or joint venture"** means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;
- 1.9 **"contract"** means the agreement that results from the acceptance of a bid by an organ of state;
- 1.10 **"EME"** is an Exempted Micro Enterprise with an annual total revenue of R10 million or less.
- 1.11 **"Firm price"** means the price that is only subject to adjustments in accordance with the actual increase or decrease resulting from the change, imposition, or abolition of customs or excise duty and any other duty, levy, or tax, which, in terms of the law or regulation, is binding on the contractor and demonstrably has an influence on the price of any supplies, or the rendering costs of any service, for the execution of the contract;
- 1.12 **"Large Enterprise"** is any enterprise with an annual total revenue above R50 million;
- 1.13 **"non-firm prices"** means all prices other than "firm" prices;
- 1.14 **"person"** includes a juristic person;
- 1.15 **"price" means an amount of money tendered for goods or services, and** includes all applicable taxes less all unconditional discounts;
- 1.16 **"proof of B-BBEE status level contributor"** means-
 - (a) The B-BBEE status level certificate issued by an authorized body or person;

- (b) A sworn affidavit as prescribed in terms of the B-BBEE Codes of Good Practice; or
- (c) Any other requirement prescribed in terms of the Broad- Based Black Economic Empowerment Act.

- 1.17 **QSE** is a Qualifying Small Enterprise with an annual total revenue between R10 million and R50 million;
- 1.18 **"rand value"** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- 1.19 **"sub-contract"** means the primary contractor's assigning, leasing, making out work to, or employing, another person to support such primary contractor in the execution of part of a project in terms of the contract.
- 1.20 **"tender"** means a written offer in the form determined by an organ of state in response to an invitation to provide or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- 1.21 **"tender for income-generating contracts"** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and disposal of assets through public auctions;
- 1.22 **"the Act"** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000);
- 1.23 **"the Regulations"** means the Preferential Procurement Regulations, 2022;
- 1.24 **"total revenue"** bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the *Government Gazette* on 11 October 2013;
- 1.25 **"trust"** means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and
- 1.26 **"trustee"** means any person, including the founder of a trust, to whom property is bequeathed in order for such property to be administered for the benefit of another person.

2 GENERAL CONDITIONS

- 2.1 The following preference point systems are applicable to all bids:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
 - the 90/10 system for requirements with a Rand value above R50 000 000 (all applicable taxes included).
- 2.2 Preference point system for this bid:
- The value of this bid is estimated **to exceed R50 000 000** (all applicable taxes included) and therefore **the 90/10 preference point system shall be applicable.**
- 2.3 Preference points for this bid shall be awarded for:
- (a) Price; and
 - (b) B-BBEE Status Level of Contribution.
- 2.4 The maximum points for this bid are allocated as follows:

	POINTS
PRICE	90
B-BBEE STATUS LEVEL OF CONTRIBUTOR	10
Total points for Price and B-BBEE must not exceed	100

- 2.5 Failure on the part of a bidder to fill in, sign this form and submit in the circumstances prescribed in the Codes of Good Practice either a B-BBEE Verification Certificate issued by a Verification Agency accredited by the South African Accreditation System (SANAS) or an affidavit confirming annual total revenue and level of black ownership together with the bid or an affidavit issued by Companies Intellectual Property Commission, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 2.6 The purchaser reserves the right to require of a bidder, either before a bid is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the

purchaser.

3. ADJUDICATION USING A POINT SYSTEM

- 3.1 Subject to Section 2 (1) (f) of the Preferential Procurement Policy Framework Act, 2000, the **bidder obtaining the highest number of total points** will be awarded the contract.
- 3.2 A tenderer must submit proof of its B-BBEE status level of contributor in order to claim points for B-BBEE.
- 3.3 A tenderer failing to submit proof of B-BBEE status level of contributor or is a non-compliant contributor to B-BBEE will not be disqualified but will only score:
 - (a) points out of 90 for price; and
 - (b) 0 points out of 10 for B-BBEE
- 3.4 Points scored must be rounded off to the nearest 2 decimal places.
- 3.5 In the event that two or more bids have scored equal total points, the successful bid must be the one scoring the highest number of preference points for B-BBEE.
- 3.6 As per section 2 (1) (f) of the Preferential Procurement Policy Framework Act, 2000, the contract may be awarded to a bidder other than the one scoring the highest number of total points based on objective criteria in addition to those contemplated in paragraph (d) and (e) of the Act that justifies the award to another tenderer provided that it has been stipulated upfront in the tendering conditions.
- 3.7 Should two or more bids be equal in all respects; the award shall be decided by the drawing of lots.

4. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

4.1 POINTS AWARDED FOR PRICE

4.1.1 THE 90/10 PREFERENCE POINT SYSTEM

A maximum of 90 points is allocated for price on the following basis:

$$P_s = 90 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right)$$

Where

P_s	=	Points scored for price of bid under consideration
P_t	=	Price of tender under consideration
$P_{\min}$	=	Price of lowest acceptable tender

5. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

5.1 POINTS AWARDED FOR PRICE

A maximum of 90 points is allocated for price on the following basis:

$$P_s = 90 \left(1 + \frac{P_t - P_{\max}}{P_{\max}} \right)$$

Where

P_s	=	Points scored for price of tender under consideration
P_t	=	Price of tender under consideration
$P_{\max}$	=	Price of highest acceptable tender

6 POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTION

- 6.1 In terms of WCG interim strategy, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (90/10 system)
1	10
2	9
3	6
4	5
5	4
6	3
7	2
8	1
Non-compliant contributor	0

- 6.2 An **EME** must submit a valid, originally certified affidavit confirming annual turnover and level of black ownership or an affidavit issued by Companies Intellectual Property Commission
- 6.3 A **QSE that is less than 51 per cent (50% or less) black owned** must be verified in terms of the QSE scorecard issued via Government Gazette and submit a valid, original or a legible certified copy of a B-BBEE Verification Certificate issued by SANAS.
- 6.4 A **QSE that is at least 51 per cent black owned (51% or higher)** must submit a valid, originally certified affidavit confirming turnover and level of black ownership as well as declare its empowering status or an affidavit issued by Companies Intellectual Property Commission.
- 6.5 A **large enterprise** must submit a valid, original or originally certified copy of a B-BBEE Verification Certificate issued by a verification agency accredited by SANAS.
- 6.6 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate.
- 6.7 A trust, consortium or joint venture (including unincorporated consortia and joint ventures) must submit a consolidated B-BBEE status level verification certificate for every separate tender.
- 6.6 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice.

7 BID DECLARATION

- 7.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

8 B-BBEE STATUS LEVEL OF CONTRIBUTION CLAIMED IN TERMS OF PARAGRAPH 6

- 8.1 B-BBEE Status Level of Contribution..... = **(maximum of 10 points)**
- (Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 6.1 and must be substantiated by means of a B-BBEE certificate issued by a Verification Agency accredited by SANAS or an affidavit confirming annual total revenue and level of black ownership in terms of the relevant sector code applicable to the tender.**

9 SUB-CONTRACTING

- 9.1 Will any portion of the contract be sub-contracted? **YES / NO** (delete which is not applicable)
- 9.1.1 If yes, indicate:
- (i) what percentage of the contract will be subcontracted?%
- (ii) the name of the sub-contractor?
- (iii) the B-BBEE status level of the sub-contractor?
- (iv) whether the sub-contractor is an EME or QSE? **YES / NO** (delete which is not applicable)
- 9.1.2 Sub-contracting relates to a **particular** contract and if sub-contracting is applicable, the bidder to state in their response to a particular RFQ that a portion of that contract will be sub-contracted.

10. DECLARATION WITH REGARD TO COMPANY/FIRM

10.1 Name of company/ entity:

10.2 VAT registration number:

10.3 Company Registration number:

10.4 TYPE OF COMPANY/ FIRM

- ☐ Partnership/ Joint Venture/ Consortium
- ☐ One-person business/ sole propriety
- ☐ Close corporation
- ☐ Public Company
- ☐ Personal Liability Company
- ☐ (Pty) Limited
- ☐ Non-Profit Company
- ☐ State Owned Company

[SELECT APPLICABLE ONE]

10.5 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBEE status level of contribution indicated in paragraph 7 above, qualifies the company/ firm for the preference(s) shown and I/we acknowledge that:

- (a) The Western Cape Government reserves the right to audit the B-BBEE status claim submitted by the bidder.
- (b) As set out in Section 130 of the B-BBEE Act as amended, any misrepresentation constitutes a criminal offence. A person commits an offence if that person knowingly:
 - (i) misrepresents or attempts to misrepresent the B-BBEE status of an enterprise;
 - (ii) provides false information or misrepresents information to a B-BBEE Verification Professional in order to secure a particular B-BBEE status or any benefit associated with compliance to the B-BBEE Act;
 - (iii) provides false information or misrepresents information relevant to assessing the B-BBEE status of an enterprise to any organ of state or public entity; or
 - (iv) engages in a fronting practice.
- (c) If a B-BBEE verification professional or any procurement officer or other official of an organ of state or public entity becomes aware of the commission of, or any attempt to commit any offence referred to in paragraph 10.5 (a) above will be reported to an appropriate law enforcement agency for investigation.
- (d) Any person convicted of an offence by a court is liable in the case of contravention of 10.5 (b) to a fine or to imprisonment for a period not exceeding 10 years or to both a fine and such imprisonment or, if the convicted person is not a natural person to a fine not exceeding 10 per cent of its annual turnover.
- (e) The purchaser may, if it becomes aware that a bidder may have obtained its B-BBEE status level of contribution on a fraudulent basis, investigate the matter. Should the investigation warrant a restriction be imposed, this will be referred to the National Treasury for investigation, processing and imposing the restriction on the National Treasury's List of Restricted Suppliers. The bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, may be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the audi alteram partem (hear the other side) rule has been applied.
- (f) The purchaser may, in addition to any other remedy it may have –
 - (i) disqualify the person from the bidding process;
 - (ii) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (iii) cancel the contract and claim any damages which it has suffered as a result of having to make

less favourable arrangements due to such cancellation; and

(iv) forward the matter for criminal prosecution.

(g) The information furnished is true and correct.

(h) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 2 of this form.

AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

SCHEDULE A5: WCBD 4: DECLARATION OF INTERESTS, BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES AND INDEPENDENT BID DETERMINATION

1. To give effect to the requirements of the Western Cape Provincial Treasury Instructions, 2019: Supply Chain Management (Goods and Services), Public Finance Management Act (PFMA) Supply Chain Management (SCM) Instruction No. 3 of 2021/2022 - SBD 4 Declaration of Interest, Section 4 (1)(b)(iii) of the Competition Act No. 89 of 1998 as amended together with its associated regulations, the Prevention and Combating of Corrupt Activities Act No 12 of 2004 and regulations pertaining to the tender defaulters register, Paragraph 16A9 of the National Treasury Regulations and/or any other applicable legislation.
2. Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.
3. All prospective bidders intending to do business with the Institution must be registered on the Central Supplier Database (CSD) by bid closing date.
4. It is advisable to register on the Western Cape Supplier Evidence Bank (WCSEB) to ensure that the compulsory schedules (included in this bid), i.e., WCBD4 and WCBD 6.1 and BBBEE certificate/affidavit are annually updated (before expiry) on the WCSEB.
5. The status of enterprises and persons listed on the National Treasury's Register for Tender Defaulters will be housed on the ePS. Institutions may not under any circumstances procure from enterprises and persons listed on the Database of Tender Defaulters.
6. The status of suppliers listed on the National Treasury's Database of Restricted Suppliers will be housed on the ePS; however, it remains incumbent on institutions to check the National Treasury Database of Restricted Suppliers before the conclusion of any procurement process. For suppliers listed as restricted, institutions must apply due diligence and risk assessment before deciding to proceed with procurement from any such supplier.

7. Definitions

"bid" means a bidder's response to an institution's invitation to participate in a procurement process which may include a bid, price quotation or proposal;

"Bid rigging (or collusive bidding)" occurs when businesses, that would otherwise be expected to compete, secretly conspire to raise prices or lower the quality of goods and / or services for purchasers who wish to acquire goods and/or services through a bidding process. Bid rigging is, therefore, an agreement between competitors;

"business interest" means -

- (a) a right or entitlement to share in profits, revenue or assets of an entity;
- (b) a real or personal right in property;
- (c) a right to remuneration or any other private gain or benefit, or
- (d) includes any interest contemplated in paragraphs (a), (b) or (c) acquired through an intermediary and any potential interest in terms of any of those paragraphs;

"Consortium or Joint Venture" means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;

"Controlling interest" means, the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise;

“Corruption”- General offences of corruption are defined in the Combating of Corrupt Activities Act, 2004 (Act No 12 of 2004) as:

Any person who directly or indirectly -

- (a) accepts or agrees or offers to accept a gratification from any other person, whether for the benefit of himself or herself or for the benefit of another person; or
- (b) gives or agrees or offers to give to any other person any gratification, whether for the benefit of that other person or for the benefit of another person,

in order to act personally or by influencing another person so to act, in a manner—

- (i) that amounts to the-
 - (aa) illegal, dishonest, unauthorised, incomplete, or biased; or
 - (bb) misuse or selling of information or material acquired in the course of the exercise, carrying out or performance of any powers, duties or functions arising out of a constitutional, statutory, contractual or any other legal obligation;
- (ii) that amounts to-
 - (aa) the abuse of a position of authority;
 - (bb) a breach of trust; or
 - (cc) the violation of a legal duty or a set of rules,
- (iii) designed to achieve an unjustified result; or
- (iv) that amounts to any other unauthorised or improper inducement to do or not to do anything,

is guilty of the offence of corruption.

“CSD” means the Central Supplier Database maintained by National Treasury;

“employee”, in relation to –

- (a) a department, means a person contemplated in section 8 of the Public Service Act, 1994 but excludes a person appointed in terms of section 12A of that Act; and
- (b) a public entity, means a person employed by the public entity;

“entity” means any -

- (a) association of persons, whether or not incorporated or registered in terms of any law, including a company, corporation, trust, partnership, close corporation, joint venture or consortium; or
- (b) sole proprietorship;

“entity conducting business with the Institution” means an entity that contracts or applies or tenders for the sale, lease or supply of goods or services to the Province;

“Family member” means a person’s -

- (a) spouse; or
- (b) child, parent, brother, sister, whether such a relationship results from birth, marriage or adoption or some other legal arrangement (as the case may be);

“intermediary” means a person through whom an interest is acquired, and includes a representative or agent or any other person who has been granted authority to act on behalf of another person;

“Institution” means –

a provincial department or provincial public entity listed in Schedule 3C of the Act;

“Provincial Government Western Cape (PGWC)” means

- (a) the Institution of the Western Cape, and
- (b) a provincial public entity;

“RWOEE” means -

Remuneration Work Outside of the Employee’s Employment

“spouse” means a person's -

- (a) partner in marriage or civil union according to legislation;
 - (b) partner in a customary union according to indigenous law; or
 - (c) partner with whom he or she cohabits and who is publicly acknowledged by the person as his or her life partner or permanent companion.
8. Regulation 13(c) of the Public Service Regulations (PSR) 2016, effective 1 February 2017, prohibits any employee from conducting business with an organ of state, or holding a directorship in a public or private company doing business with an organ of state unless the employee is a director (in an official capacity) of a company listed in schedules 2 and 3 of the Public Finance Management Act.
- a) Therefore, by 31 January 2017 all employees who are conducting business with an organ of state should either have:
- i. resigned as an employee of the government institution or;
 - ii. cease conducting business with an organ of state or;
 - iii. resign as a director/ shareholder/ owner/ member of an entity that conducts business with an organ of state.
9. Any legal person, or their family members, may make an offer or offers in terms of this invitation to bid. In view of potential conflict of interest, in the event that the resulting bid, or part thereof, be awarded to family members of persons employed by an organ of state, it is required that the bidder or his/her authorised representative declare his/her position in relation to the evaluating/adjudicating authority where the bidder is employed by the Institution.
10. The bid of any bidder may be disregarded if that bidder or any of its directors have abused the institution's supply chain management system; committed fraud or any other improper conduct in relation to such system; or failed to perform on any previous contract.
11. Section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, prohibits an agreement between, or concerted practice by firms, or a decision by an association of firms, if it is between parties in a horizontal relationship and if it involves collusive bidding (or bid rigging). Collusive bidding is a *per se* prohibition meaning that it cannot be justified under any grounds.
12. Treasury Regulation 16A9 prescribes that accounting officers and accounting authorities must take all reasonable steps to prevent abuse of the supply chain management system and authorises accounting officers and accounting authorities to:
- a. disregard the bid of any bidder if that bidder, or any of its directors have abused the institution's supply chain management system and or committed fraud or any other improper conduct in relation to such system.
 - b. cancel a contract awarded to a supplier of goods and services if the supplier committed any corrupt or fraudulent act during the bidding process or the execution of that contract.
13. Communication between partners in a joint venture or consortium will not be construed as collusive bidding.
14. In addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

SECTION A: DETAILS OF THE ENTITY

A1.	CSD Registration Number IMPORTANT: PLEASE NOTE:	MAAA.....
A2	Name of the Entity	
A3.	Entity registration Number (where applicable)	
A4.	Entity Type	
A5.	Tax Reference Number	

Full details of directors, shareholder, member, partner, trustee, sole proprietor or any persons with a right or entitlement to share in profits, revenue or assets of an entity, of the entity should be disclosed in the Table A below.

TABLE A

FULL NAME	DESIGNATION (Where a director is a shareholder, both should be confirmed.)	IDENTITY NUMBER	PERSONAL TAX REFERENCE NO.	PERCENTAGE INTEREST IN THE ENTITY

(if not enough space, attach additional pages)

SECTION B: DECLARATION OF THE BIDDER'S INTEREST

The supply chain management system of an institution must, irrespective of the procurement process followed, prohibit any award to an employee of the state, who either individually or as a director of a public or private company or a member of a close corporation, seek to conduct business with the WCG, unless such employee is in an official capacity a director of a company listed in Schedule 2 or 3 of the PFMA as prescribed by the Public Service Regulation 13 (c).

Furthermore, an employee employed by an organ of state conducting remunerative work outside the public enterprise should first obtain the necessary approval (RWOPS), failure to submit proof of such authority, where applicable, may result in disciplinary action.

B1.	Are any persons listed in Table A identified on the CSD as employees of the Institution? (If yes, refer to Public Service Circular EIM 1/2016 to exercise the listed actions)	☐ NO	☐ YES
B2.	Are any employees of the entity also employees of an organ of state? (If yes complete Table B and attach their approved "RWOP")	☐ NO	☐ YES
B3.	Are any family members of the persons listed in Table A employees of an organ of state? (If yes complete Table B)	☐ NO	☐ YES

TABLE B

Details of persons connected with the bidder who are employees of the Institution as defined should be disclosed in Table B below.

FULL NAME OF EMPLOYEE	IDENTITY NUMBER	DEPARTMENT/ ENTITY OF EMPLOYMENT	DESIGNATION / RELATIONSHIP TO BIDDER**	INSTITUTION EMPLOYEE NO./PERSAL NO. (Indicate if not known)

(if not enough space, attach additional pages)

SECTION C: PERFORMANCE MANAGEMENT AND BIDDER'S PAST SUPPLY CHAIN MANAGEMENT PRACTICES

To enable the prospective bidder to provide evidence of past and current performance.

C1. Did the entity conduct business with an organ of state in the last twelve months?
(If yes complete Table C)

NO	YES
----	-----

C2.
TABLE C

Complete the below table to the maximum of the last 5 contracts.

NAME OF CONTRACTOR	PROVINCIAL DEPARTMENT OR PROVINCIAL ENTITY	TYPE OF SERVICES OR COMMODITY	CONTRACT / ORDER NUMBER	PERIOD OF CONTRACT	VALUE OF CONTRACT

(if not enough space, attach additional pages)

C3. Is the entity or its principals listed on the National Database as companies or persons prohibited from doing business with the public sector?

NO	YES
----	-----

C4. Is the entity or its principals listed on the National Treasury Register for Tender Defaulters in terms of section 29 of the Prevention and Combating of Corrupt Activities Act (No. 12 of 2004)?

NO	YES
----	-----

(To access this Register enter the National Treasury's website, www.treasury.gov.za, click on the icon "Register for Tender Defaulters" or submit your written request for a hard copy of the Register to facsimile number (012) 3265445.)

C5. If yes to C3 or C4, were you informed in writing about the listing on the database of restricted suppliers or Register for Tender Defaulters by National Treasury?

NO	YES	N/A
----	-----	-----

C6. Was the entity or persons listed in Table A convicted for fraud or corruption during the past five years in a court of law (including a court outside the Republic of South Africa)?

NO	YES
----	-----

C7 Was any contract between the bidder and any organ of state terminated during the past five years on account of failure to perform on or comply with the contract?

NO	YES
----	-----

SECTION D: DULY AUTHORISED REPRESENTATIVE TO DEPOSE TO AFFIDAVIT

See reference to authorised signature below.

AUTHORISED SIGNATURE OF TENDERER AND AFFIDAVIT AS PER SCHEDULE 1 (TENDER OFFER SIGNATURE AND AUTHORITY OF SIGNATORY) OF THIS DOCUMENT SERVES AS SIGNATURE AND AFFIDAVIT FOR THIS SCHEDULE

Number of additional pages appended by the tenderer to this Schedule:(If nil, enter NIL).

If you know of any corrupt, fraudulent or collusive actions in the Institution, please report it by calling the National Hotline 0800 701 701

This form must be completed annually. Should the information herein declared change in the course of the year or before the next renewal or in relation to any bid, quotation or contract, it is the entity's responsibility to advise the Institution in writing of the change in such details.

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT****SCHEDULE A6: Addenda / Notice(s) issued to bidders**

We confirm that the following communications / addenda / notice(s) to bidders received from the Purchaser before the submission of this tender offer, amending the tender documents, have been taken into account in this tender offer (If no addenda/notices mark schedule NIL, if not enough space, attach additional pages):

ADDENDUM No	DATE	SUBJECT MATTER OF ADDENDUM / NOTICE

Documentary evidence of addenda / notices issued to bidders indicating proof of receipt must accompany this Schedule.

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

SCHEDULE A7: Critical risk assessment criteria applicable to this bid

The following critical criteria will be evaluated to establish the level of risk presented to the Purchaser by accepting this bid. ALL these criteria must be responded to by the bidder by providing the information as stipulated below. Failure to provide the required information to the satisfaction of the Purchaser will lead to the bid passed over for award, irrespective of its ranking in the Price/Preference points order. All critical risk assessment criteria require at least a "satisfactory" score in order to pass the threshold of acceptable risk for the Purchaser.

CRITERION 1: Experience of the tendering entity

The experience of the tendering entity as a supplier and service provider of IVT solutions to the fleet management industry over the last five years. The information supplied shall be within the previous 5 years and can include contracts that are not complete prior to closing date for submissions.

Tenderers should very briefly describe their experience in this regard, emphasizing the nature of the goods and services provided and attach this to this schedule, comprising no more than 5 pages. **The evidence should be put in tabular form with the headings below, and attached to the tender document clearly marked "CRITERION 1".**

Client contact person and telephone number	Description of contracts	Contract value of the works inclusive of VAT (Rand)	Date	
			Start	Completion (Actual or expected)
The risk scoring of the tenderer's experience will be as follows:				
Zero Score	Tenderer has submitted no information or inadequate information to score the criterion.			
Poor score	Limited / below average experience as an IVT service provider, based on the documentation submitted.			
Satisfactory score	Average experience as an IVT service provider, based on the documentation submitted.			
Good score	Above average experience as an IVT service provider, based on the documentation submitted.			
Very good score	Amongst the most experienced of all tenderers as an IVT service provider, based on the documentation submitted.			

Please note: Low scoring indicates a higher risk to the Purchaser for awarding this contract to the bidder. Any score below "Satisfactory" will present an unacceptable risk to the Purchaser and the bid would not be eligible for award.

CRITERION 2: Approach Paper

The approach paper must respond to the scope of the service, the nature of the contract and outline the proposed approach / methodology including that relating to the controlling of costs and the sourcing, programming and management of subcontractors (if applicable) in relation to the goods and services that may be provided over the term of the contract. The approach paper as such needs to:

- outline the proposed methodology and systems which will be employed to control costs and engage and manage subcontractors;
- outline the proposed methodology for transitioning from the current service to the new contract, with indications of timelines and implementation goals in accordance with the illustrative vehicle numbers provided by the Purchaser; and
- articulate what 'value add' the tenderer will provide in achieving the stated and implied objectives for the project, based on the scope of good and services provided in this bid document.

The tenderer should as such explain their understanding of the objectives of the project and the Purchaser's stated and implied requirements, highlight the issues of importance as they see it, and explain the technical and strategic approach they would adopt to address them. The approach paper should explain the methodologies which are to be adopted, demonstrate the compatibility of those methodologies with the proposed approach. The approach should also include a high-level quality plan which outlines processes, procedures and associated resources, applied by whom and when, to meet the requirements and indicate how risks will be managed and what contribution can be made regarding value management.

The approach paper will be evaluated in relation to the approach to delivering the proposed service as a service provider to GMT.

The tenderer must attach their approach paper to this schedule, clearly marked "CRITERION 2". The approach paper must not be longer than 10 pages.

The risk scoring of the approach paper will be as follows:	
Zero Score	Tenderer has submitted insufficient information to score the criterion.
Poor score	The bidder's strategy, methodology and systems are poor and are unlikely to yield significant outcomes, improvements over time or satisfy the Purchaser's expectations.
Satisfactory score	Although the approach is generic the bidder's strategy, methodology and systems are reasonable and are likely to yield meaningful outcomes and some improvements over time.
Good score	The tenderer's strategy, methodology and systems are well thought through and are likely to yield significant outcomes and improvements over time. The approach to managing risk, etc, is specifically tailored to the critical characteristics of the service.
Very good score	Besides meeting the "Good" rating, the important issues are approached in an innovative and efficient way, indicating that the bidder has outstanding knowledge of state-of-the-art approaches. The bidder's strategy, methodology and systems are innovative and progressive and are likely to yield outstanding outcomes and improvements over time.

Please note: Low scoring indicates a higher risk to the Purchaser for awarding this contract to the bidder. Any score below "Satisfactory" will present an unacceptable risk to the Purchaser and the bid would not be eligible for award.

CRITERION 3: Financial capability of the tendering entity to deliver the service

The tendering entity will have to demonstrate that it has the financial capability and acumen to carry and manage the inherent financial cashflow burden presented by this contract. The Supplier will inter alia have to expend the costs associated with the purchase and provision of equipment, while such cost recovery will only happen over time, as the Supplier is remunerated on a monthly basis in accordance with its tendered rates.

The Supplier will also be financially exposed in terms of payment terms of 30 days after Payment claims (invoice), and late payments due to incorrect or incomplete payment claims rejected by the Purchaser. In all, the Supplier has to be able to clearly demonstrate its sound financial status to deliver the service for the contract duration.

To this end, the bidder has to provide proof of good financial standing and its ability to have finance available in the amount of R50 million, confirmed in writing on their letterhead by a registered South African Banking institution, document as proof to this effect attached and clearly marked "CRITERION 3".

Failure to provide the required proof will present an unacceptable risk to the Purchaser and the bid would not be eligible for award.

AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

PART B: Contract, Contract Form & Contract Data	
Contract Documents	
General Conditions of Contract (GCC)	Page 41
Special Conditions of Contract (SCC)	Page 52
WCBD7.1: Contract Form	
Schedule B1: Contract Form: Purchase of Goods and Services	Page 68
Contract Form Part 1 (to be filled in by the Supplier)	Page 68
Contract Form Part 2 (to be filled in by the Purchaser)	Page 69
Contract Data	Page 72
Contract Data Part One: Data by Purchaser	Page 72
Schedule B2: Contract Data Part Two: Data by Supplier	Page 74

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

General Conditions of Contract (GCC)

THE NATIONAL TREASURY

Republic of South Africa



GOVERNMENT PROCUREMENT:

GENERAL CONDITIONS OF CONTRACT

July 2010

GOVERNMENT PROCUREMENT
GENERAL CONDITIONS OF CONTRACT
July 2010

NOTES

The purpose of this document is to:

- (i) Draw special attention to certain general conditions applicable to government bids, contracts and orders; and
- (ii) To ensure that clients be familiar with regard to the rights and obligations of all parties involved in doing business with government.

In this document words in the singular also mean in the plural and vice versa and words in the masculine also mean in the feminine and neuter.

- The General Conditions of Contract will form part of all bid documents and may not be amended.
- Special Conditions of Contract (SCC) relevant to a specific bid, should be compiled separately for every bid (if applicable) and will supplement the General Conditions of Contract. Whenever there is a conflict, the provisions in the SCC shall prevail.

TABLE OF CLAUSES

1. Definitions
2. Application
3. General
4. Standards
5. Use of contract documents and information; inspection
6. Patent rights
7. Performance security
8. Inspections, tests and analysis
9. Packing
10. Delivery and documents
11. Insurance
12. Transportation
13. Incidental services
14. Spare parts
15. Warranty
16. Payment
17. Prices
18. Contract amendments
19. Assignment
20. Subcontracts
21. Delays in the supplier's performance
22. Penalties
23. Termination for default
24. Dumping and countervailing duties
25. Force Majeure
26. Termination for insolvency
27. Settlement of disputes
28. Limitation of liability
29. Governing language
30. Applicable law
31. Notices
32. Taxes and duties
33. National Industrial Participation(NIP) Programme
34. Prohibition of Restrictive Practices

General Conditions of Contract

1. Definitions

1. The following terms shall be interpreted as indicated:
 - 1.1 “Closing time” means the date and hour specified in the bidding documents for the receipt of bids.
 - 1.2 “Contract” means the written agreement entered into between the purchaser and the supplier, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein.
 - 1.3 “Contract price” means the price payable to the supplier under the contract for the full and proper performance of his contractual obligations.
 - 1.4 “Corrupt practice” means the offering, giving, receiving, or soliciting of any thing of value to influence the action of a public official in the procurement process or in contract execution.
 - 1.5 “Countervailing duties’ are imposed in cases where an enterprise abroad is subsidized by its government and encouraged to market its products internationally.
 - 1.6 “Country of origin” means the place where the goods were mined, grown or produced or from which the services are supplied. Goods are produced when, through manufacturing, processing or substantial and major assembly of components, a commercially recognized new product results that is substantially different basic characteristics or in purpose or utility from its components.
 - 1.7 “Day” means calendar day.
 - 1.8 “Delivery” means delivery in compliance of the conditions of the contract or order.
 - 1.9 “Delivery ex stock” means immediate delivery directly from stock actually on hand.
 - 1.10 “Delivery into consignees store or to his site” means delivered and unloaded in the specified store or depot or on the specified site in compliance with the conditions of the contract or order, the supplier bearing all risks and charges involved until the supplies are so delivered and a valid receipt is obtained.
 - 1.11 “Dumping” occurs when a private enterprise abroad market its goods on own initiative in the RSA at lower prices than that of the country of origin and which have the potential to harm the local industries in the RSA.
 - 1.12 “Force majeure” means an event beyond the control of the supplier and not involving the supplier’s fault or negligence and not foreseeable. Such events may include, but is not restricted to, acts of the purchaser in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
 - 1.13 “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of any bidder, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the bidder of the benefits of free and open competition.
 - 1.14 “GCC” means the General Conditions of Contract.
 - 1.15 “Goods” means all of the equipment, machinery, and/or other materials that the supplier is required to supply to the purchaser under the contract.
 - 1.16 “Imported content” means that portion of the bidding price represented by the cost of components, parts or materials which have been or are still to be imported (whether by the supplier or his subcontractors) and which costs are inclusive of the costs abroad, plus freight and other direct importation costs such as landing costs, dock dues, import duty, sales duty or other similar tax or duty at the South African place of entry as well as transportation and handling charges to the factory in the Republic where the supplies covered by the bid will be manufactured.
 - 1.17 “Local content” means that portion of the bidding price which is not included in the imported content provided that local manufacture does take place.
 - 1.18 “Manufacture” means the production of products in a factory using labour, materials, components and machinery and includes other related value-adding activities.
 - 1.19 “Order” means an official written order issued for the supply of goods or works or the rendering of a service.
 - 1.20 “Project site,” where applicable, means the place indicated in bidding documents.
 - 1.21 “Purchaser” means the organization purchasing the goods.

- 1.22 “Republic” means the Republic of South Africa.
 - 1.23 “SCC” means the Special Conditions of Contract.
 - 1.24 “Services” means those functional services ancillary to the supply of the goods, such as transportation and any other incidental services, such as installation, commissioning, provision of technical assistance, training, catering, gardening, security, maintenance and other such obligations of the supplier covered under the contract.
 - 1.25 “Written” or “in writing” means handwritten in ink or any form of electronic or mechanical writing.
2. **Application**
 - 2.1 These general conditions are applicable to all bids, contracts and orders including bids for functional and professional services, sales, hiring, letting and the granting or acquiring of rights, but excluding immovable property, unless otherwise indicated in the bidding documents.
 - 2.2 Where applicable, special conditions of contract are also laid down to cover specific supplies, services or works.
 - 2.3 Where such special conditions of contract are in conflict with these general conditions, the special conditions shall apply.
3. **General**
 - 3.1 Unless otherwise indicated in the bidding documents, the purchaser shall not be liable for any expense incurred in the preparation and submission of a bid. Where applicable a non-refundable fee for documents may be charged.
 - 3.2 With certain exceptions, invitations to bid are only published in the Government Tender Bulletin. The Government Tender Bulletin may be obtained directly from the Government Printer, Private Bag X85, Pretoria 0001, or accessed electronically from www.treasury.gov.za
4. **Standards**
 - 4.1 The goods supplied shall conform to the standards mentioned in the bidding documents and specifications.
5. **Use of contract documents and information; inspection.**
 - 5.1 The supplier shall not, without the purchaser’s prior written consent, disclose the contract, or any provision thereof, or any specification, plan, drawing, pattern, sample, or information furnished by or on behalf of the purchaser in connection therewith, to any person other than a person employed by the supplier in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.
 - 5.2 The supplier shall not, without the purchaser’s prior written consent, make use of any document or information mentioned in GCC clause 5.1 except for purposes of performing the contract.
 - 5.3 Any document, other than the contract itself mentioned in GCC clause 5.1 shall remain the property of the purchaser and shall be returned (all copies) to the purchaser on completion of the supplier’s performance under the contract if so required by the purchaser.
 - 5.4 The supplier shall permit the purchaser to inspect the supplier’s records relating to the performance of the supplier and to have them audited by auditors appointed by the purchaser, if so required by the purchaser.
6. **Patent rights**
 - 6.1 The supplier shall indemnify the purchaser against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.
7. **Performance security**
 - 7.1 Within thirty (30) days of receipt of the notification of contract award, the successful bidder shall furnish to the purchaser the performance security of the amount specified in SCC.
 - 7.2 The proceeds of the performance security shall be payable to the purchaser as compensation for any loss resulting from the supplier’s failure to complete his obligations under the contract.

- 7.3 The performance security shall be denominated in the currency of the contract, or in a freely convertible currency acceptable to the purchaser and shall be in one of the following forms:
- (a) a bank guarantee or an irrevocable letter of credit issued by a reputable bank located in the purchaser's country or abroad, acceptable to the purchaser, in the form provided in the bidding documents or another form acceptable to the purchaser; or
 - (b) a cashier's or certified cheque
- 7.4 The performance security will be discharged by the purchaser and returned to the supplier not later than thirty (30) days following the date of completion of the supplier's performance obligations under the contract, including any warranty obligations, unless otherwise specified in SCC.
- 8. Inspections, tests and analyses**
- 8.1 All pre-bidding testing will be for the account of the bidder.
- 8.2 If it is a bid condition that supplies to be produced or services to be rendered should at any stage during production or execution or on completion be subject to inspection, the premises of the bidder or contractor shall be open, at all reasonable hours, for inspection by a representative of the Department or an organization acting on behalf of the Department.
- 8.3 If there are no inspection requirements indicated in the bidding documents and no mention is made in the contract, but during the contract period it is decided that inspections shall be carried out, the purchaser shall itself make the necessary arrangements, including payment arrangements with the testing authority concerned.
- 8.4 If the inspections, tests and analyses referred to in clauses 8.2 and 8.3 show the supplies to be in accordance with the contract requirements, the cost of the inspections, tests and analyses shall be defrayed by the purchaser.
- 8.5 Where the supplies or services referred to in clauses 8.2 and 8.3 do not comply with the contract requirements, irrespective of whether such supplies or services are accepted or not, the cost in connection with these inspections, tests or analyses shall be defrayed by the supplier.
- 8.6 Supplies and services which are referred to in clauses 8.2 and 8.3 and which do not comply with the contract requirements may be rejected.
- 8.7 Any contract supplies may on or after delivery be inspected, tested or analyzed and may be rejected if found not to comply with the requirements of the contract. Such rejected supplies shall be held at the cost and risk of the supplier who shall, when called upon, remove them immediately at his own cost and forthwith substitute them with supplies which do comply with the requirements of the contract. Failing such removal the rejected supplies shall be returned at the suppliers cost and risk. Should the supplier fail to provide the substitute supplies forthwith, the purchaser may, without giving the supplier further opportunity to substitute the rejected supplies, purchase such supplies as may be necessary at the expense of the supplier.
- 8.8 The provisions of clauses 8.4 to 8.7 shall not prejudice the right of the purchaser to cancel the contract on account of a breach of the conditions thereof, or to act in terms of Clause 23 of GCC.
- 9. Packing**
- 9.1 The supplier shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination, as indicated in the contract. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperatures, salt and precipitation during transit, and open storage. Packing, case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
- 9.2 The packing, marking, and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the purchaser.
- 10. Delivery and documents**
- 10.1 Delivery of the goods shall be made by the supplier in accordance with the terms specified in the contract. The details of shipping and/or other documents to be furnished by the supplier are specified in SCC.

- 10.2 Documents to be submitted by the supplier are specified in SCC.
- 11. Insurance**
- 11.1 The goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery in the manner specified in the SCC.
- 12. Transportation**
- 12.1 Should a price other than an all-inclusive delivered price be required, this shall be specified in the SCC.
- 13. Incidental services**
- 13.1 The supplier may be required to provide any or all of the following services, including additional services, if any, specified in SCC:
- (a) performance or supervision of on-site assembly and/or commissioning of the supplied goods;
 - (b) furnishing of tools required for assembly and/or maintenance of the supplied goods;
 - (c) furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods;
 - (d) performance or supervision or maintenance and/or repair of the supplied goods, for a period of time agreed by the parties, provided that this service shall not relieve the supplier of any warranty obligations under this contract; and
 - (e) training of the purchaser's personnel, at the supplier's plant and/or on-site, in assembly, start-up, operation, maintenance, and/or repair of the supplied goods.
- 13.2 Prices charged by the supplier for incidental services, if not included in the contract price for the goods, shall be agreed upon in advance by the parties and shall not exceed the prevailing rates charged to other parties by the supplier for similar services.
- 14. Spare parts**
- 14.1 As specified in SCC, the supplier may be required to provide any or all of the following materials, notifications, and information pertaining to spare parts manufactured or distributed by the supplier:
- (a) such spare parts as the purchaser may elect to purchase from the supplier, provided that this election shall not relieve the supplier of any warranty obligations under the contract; and
 - (b) in the event of termination of production of the spare parts:
 - (i) Advance notification to the purchaser of the pending termination, in sufficient time to permit the purchaser to procure needed requirements; and
 - (ii) following such termination, furnishing at no cost to the purchaser, the blueprints, drawings, and specifications of the spare parts, if requested.
- 15. Warranty**
- 15.1 The supplier warrants that the goods supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The supplier further warrants that all goods supplied under this contract shall have no defect, arising from design, materials, or workmanship (except when the design and/or material is required by the purchaser's specifications) or from any act or omission of the supplier, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
- 15.2 This warranty shall remain valid for twelve (12) months after the goods, or any portion thereof as the case may be, have been delivered to and accepted at the final destination indicated in the contract, or for eighteen (18) months after the date of shipment from the port or place of loading in the source country, whichever period concludes earlier, unless specified otherwise in SCC.
- 15.3 The purchaser shall promptly notify the supplier in writing of any claims arising under this warranty.
- 15.4 Upon receipt of such notice, the supplier shall, within the period specified in SCC and with all reasonable speed, repair or replace the defective goods or parts thereof, without costs to the purchaser.
- 15.5 If the supplier, having been notified, fails to remedy the defect(s) within the period specified in SCC, the purchaser may proceed to take such remedial action as may be

necessary, at the supplier's risk and expense and without prejudice to any other rights which the purchaser may have against the supplier under the contract.

- | | |
|---|--|
| 16. Payment | <p>16.1 The method and conditions of payment to be made to the supplier under this contract shall be specified in SCC.</p> <p>16.2 The supplier shall furnish the inspector with the invoices accompanied by a copy of the delivery note and upon fulfilment of other obligations stipulated in the contract.</p> <p>16.3 Payments shall be made promptly by the purchaser, but in no case later than thirty (30) days after submission of an invoice or claim by the supplier.</p> <p>16.4 Payment will be made in Rand unless otherwise stipulated in SCC.</p> |
| 17. Prices | <p>17.1 Prices charged by the supplier for goods delivered and services performed under the contract shall not vary from the prices quoted by the supplier in his bid, with the exception of any price adjustments authorized in SCC or in the purchaser's request for bid validity extension, as the case may be.</p> |
| 18. Contract amendments | <p>18.1 No variation in or modification of the terms of the contract shall be made except by written amendment signed by the parties concerned.</p> |
| 19. Assignment | <p>19.1 The supplier shall not assign, in whole or in part, its obligations to perform under the contract, except with the purchaser's prior written consent.</p> |
| 20. Subcontracts | <p>20.1 The supplier shall notify the purchaser in writing of all subcontracts awarded under this contracts if not already specified in the bid. Such notification, in the original bid or later, shall not relieve the supplier from any liability or obligation under the contract.</p> |
| 21. Delays in the supplier's performance | <p>21.1 Delivery of the goods and performance of services shall be made by the supplier in accordance with the time schedule prescribed by the purchaser in the contract.</p> <p>21.2 If at any time during performance of the contract, the supplier or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the supplier shall promptly notify the purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the supplier's notice, the purchaser shall evaluate the situation and may at his discretion extend the supplier's time for performance, with or without the imposition of penalties, in which case the extension shall be ratified by the parties by amendment of contract.</p> <p>21.3 No provision in a contract shall be deemed to prohibit the obtaining of supplies or services from a national department, provincial department, or a local authority.</p> <p>21.4 The right is reserved to procure outside of the contract small quantities or to have minor essential services executed if an emergency arises, the supplier's point of supply is not situated at or near the place where the supplies are required, or the supplier's services are not readily available.</p> <p>21.5 Except as provided under GCC Clause 25, a delay by the supplier in the performance of its delivery obligations shall render the supplier liable to the imposition of penalties, pursuant to GCC Clause 22, unless an extension of time is agreed upon pursuant to GCC Clause 21.2 without the application of penalties.</p> <p>21.6 Upon any delay beyond the delivery period in the case of a supplies contract, the purchaser shall, without cancelling the contract, be entitled to purchase supplies of a similar quality and up to the same quantity in substitution of the goods not supplied in conformity with the contract and to return any goods delivered later at the supplier's expense and risk, or to cancel the contract and buy such goods as may be required to complete the contract and without prejudice to his other rights, be entitled to claim damages from the supplier.</p> |
| 22. Penalties | <p>22.1 Subject to GCC Clause 25, if the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed</p> |

services using the current prime interest rate calculated for each day of the delay until actual delivery or performance. The purchaser may also consider termination of the contract pursuant to GCC Clause 23.

- | | | |
|--|------|---|
| 23. Termination for default | 23.1 | The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part: |
| | (a) | if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract, or within any extension thereof granted by the purchaser pursuant to GCC Clause 21.2; |
| | (b) | if the Supplier fails to perform any other obligation(s) under the contract; or |
| | (c) | if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract. |
| | 23.2 | In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services. However, the supplier shall continue performance of the contract to the extent not terminated. |
| 24. Anti-dumping and countervailing duties and rights | 24.1 | When, after the date of bid, provisional payments are required, or anti-dumping or countervailing duties are imposed, or the amount of a provisional payment or anti-dumping or countervailing right is increased in respect of any dumped or subsidized import, the State is not liable for any amount so required or imposed, or for the amount of any such increase. When, after the said date, such a provisional payment is no longer required or any such anti-dumping or countervailing right is abolished, or where the amount of such provisional payment or any such right is reduced, any such favourable difference shall on demand be paid forthwith by the contractor to the State or the State may deduct such amounts from moneys (if any) which may otherwise be due to the contractor in regard to supplies or services which he delivered or rendered, or is to deliver or render in terms of the contract or any other contract or any other amount which may be due to him |
| 25. Force Majeure | 25.1 | Notwithstanding the provisions of GCC Clauses 22 and 23, the supplier shall not be liable for forfeiture of its performance security, damages, or termination for default if and to the extent that his delay in performance or other failure to perform his obligations under the contract is the result of an event of force majeure. |
| | 25.2 | If a force majeure situation arises, the supplier shall promptly notify the purchaser in writing of such condition and the cause thereof. Unless otherwise directed by the purchaser in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the force majeure event. |
| 26. Termination for insolvency | 26.1 | The purchaser may at any time terminate the contract by giving written notice to the supplier if the supplier becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the supplier, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to the purchaser. |

- | | |
|---|---|
| 27. Settlement of Disputes | <p>27.1 If any dispute or difference of any kind whatsoever arises between the purchaser and the supplier in connection with or arising out of the contract, the parties shall make every effort to resolve amicably such dispute or difference by mutual consultation.</p> <p>27.2 If, after thirty (30) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the purchaser or the supplier may give notice to the other party of his intention to commence with mediation. No mediation in respect of this matter may be commenced unless such notice is given to the other party.</p> <p>27.3 Should it not be possible to settle a dispute by means of mediation, it may be settled in a South African court of law.</p> <p>27.4 Mediation proceedings shall be conducted in accordance with the rules of procedure specified in the SCC.</p> <p>27.5 Notwithstanding any reference to mediation and/or court proceedings herein,</p> <p style="padding-left: 20px;">(a) the parties shall continue to perform their respective obligations under the contract unless they otherwise agree; and</p> <p style="padding-left: 20px;">(b) the purchaser shall pay the supplier any monies due the supplier.</p> |
| 28. Limitation of Liability | <p>28.1 Except in cases of criminal negligence or wilful misconduct, and in the case of infringement pursuant to Clause 6;</p> <p style="padding-left: 20px;">(a) the supplier shall not be liable to the purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the supplier to pay penalties and/or damages to the purchaser; and</p> <p style="padding-left: 20px;">(b) the aggregate liability of the supplier to the purchaser, whether under the contract, in tort or otherwise, shall not exceed the total contract price, provided that this limitation shall not apply to the cost of repairing or replacing defective equipment.</p> |
| 29. Governing language | <p>29.1 The contract shall be written in English. All correspondence and other documents pertaining to the contract that is exchanged by the parties shall also be written in English.</p> |
| 30. Applicable law | <p>30.1 The contract shall be interpreted in accordance with South African laws, unless otherwise specified in SCC.</p> |
| 31. Notices | <p>31.1 Every written acceptance of a bid shall be posted to the supplier concerned by registered or certified mail and any other notice to him shall be posted by ordinary mail to the address furnished in his bid or to the address notified later by him in writing and such posting shall be deemed to be proper service of such notice</p> <p>31.2 The time mentioned in the contract documents for performing any act after such aforesaid notice has been given, shall be reckoned from the date of posting of such notice.</p> |
| 32. Taxes and duties | <p>32.1 A foreign supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the purchaser's country.</p> <p>32.2 A local supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted goods to the purchaser.</p> <p>32.3 No contract shall be concluded with any bidder whose tax matters are not in order. Prior to the award of a bid the Department must be in possession of a tax clearance certificate, submitted by the bidder. This certificate must be an original issued by the South African Revenue Services.</p> |
| 33. National Industrial Participation Programme (NIPP) | <p>33.1 The NIP Programme administered by the Department of Trade and Industry shall be applicable to all contracts that are subject to the NIP obligation.</p> |
| 34. Prohibition of Restrictive practices | <p>34.1 In terms of section 4 (1) (b) (iii) of the Competition Act No. 89 of 1998, as amended, an agreement between, or concerted practice by, firms, or a decision by an association of</p> |

firms, is prohibited if it is between parties in a horizontal relationship and if a bidder (s) is / are or a contractor(s) was / were involved in collusive bidding (or bid rigging).

- 34.2 If a bidder(s) or contractor(s), based on reasonable grounds or evidence obtained by the purchaser, has / have engaged in the restrictive practice referred to above, the purchaser may refer the matter to the Competition Commission for investigation and possible imposition of administrative penalties as contemplated in the Competition Act No. 89 of 1998
- 34.3 If a bidder(s) or contractor(s), has / have been found guilty by the Competition Commission of the restrictive practice referred to above, the purchaser may, in addition and without prejudice to any other remedy provided for, invalidate the bid(s) for such item(s) offered, and or terminate the contract in whole or part, and / or restrict the bidder(s) or contractor(s) from conducting business with the public sector for a period not exceeding ten (10) years and / or claim damages from the bidder(s) or contractor(s) concerned.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Special Conditions of Contract (SCC)

The Special Conditions of Contract (SCC) which are applicable to this tender are contained in clauses SCC1 and SCC2, inclusive of all their respective sub-clauses, as stipulated hereunder. In the event of conflict or contradiction between the SCC and the General Conditions of Contract (GCC), the stipulations in the SCC shall prevail.

SCC1 General

SCC1.1 Additional definition of terms

In these Special Conditions of Contract all defined terms have capital initials and the following terms have the following meanings:

- (a) "supplier" and "service provider" as referred to in the GCC means the Supplier;
- (b) "purchaser" as referred to in the GCC means the Purchaser;
- (c) "Order" as referred to in the GCC means Purchase Order, and the terms are used interchangeably.

SCC1.2 The Purchaser and the Supplier are the persons or entities **identified in the Contract Data, in Part 1 and 2 respectively**.

SCC1.3 The Purchaser's Agent is the person or entity **identified in the Contract Data**, or notified to the Supplier in accordance with this contract.

SCC1.4 The Contract Type defines the nature of this contracting arrangement and can be exclusively **one** of the following **as stated in the Contract Data**:

- (a) Sole Contract, which means a contract utilised to procure Goods and Services as a once-off, non-recurring delivery or pre-programmed multiple deliveries, or
- (b) Term Contract, which means the Supplier is appointed for a fixed term (called a Service Period) to provide Goods and Services over that period on an "as and when required" basis as instructed by means of a Purchase Order, or
- (c) Framework Contract, which is the same as a Term Contract above but which makes provision for more than one Supplier to be appointed under the same contract.

SCC2 Special Conditions of Contract for providing the Goods and Services

SCC2.1 GENERAL

SCC2.1.1 Actions and good faith

The Purchaser and Supplier shall act as described in this contract, and the Purchaser and Supplier shall act in a spirit of mutual trust and co-operation.

SCC2.1.2 Additional defined terms for the Goods and Services

- (a) The Parties are the Purchaser and the Supplier.
- (b) Contract Data contains variables and information giving effect to or customising certain clauses in the SCC, and is in a section called "Contract Data" in this bid document.
- (c) The Scope of Goods and Services contains the information necessary to provide the Goods and Services under this contract, and is in a section called the "Scope of Goods and Services" in a location **as stated in the Contract Data** or as an instruction given in accordance with this contract.
- (d) The Supplier's Cost is the amount payable by the Supplier (excluding any recoverable tax by the Supplier) for people (labour), subcontractors, materials,

supplies, services, charges, transport and equipment used. It is a requirement of this contract that Supplier's Cost is always substantiated with documentary proof to the satisfaction of the Purchaser. The Purchaser reserves the right to request more than one quotation for item/s comprising the Supplier's Cost.

- (e) A Defect is a part of the Goods and Services which is not in accordance with the Scope of Goods and Services.
- (f) The Prices are the amounts stated in the price column of the Price Schedule and are either lump sums or are calculated by multiplying the quantity by the rate, as applicable.
- (g) Contract Completion is when the Supplier has done all the work and delivered the Goods and/or Services as stated in the Scope of Goods and Services for the contract as a whole, including correction of Defects as required by this contract. Contract Completion only applies to Sole Contracts.
- (h) The Contract Completion Date is the date **as stated in the Contract Data** upon which Contract Completion is set to be achieved, subject to revision in accordance with this contract.
- (i) Order Completion is when the Supplier has done all the work and delivered the Goods and/or Services as stated in the Scope of Goods and Services for a Purchase Order, including correction of Defects as required by this contract. Order Completion only applies to Term Contracts and Framework Contracts.
- (j) An Order Completion Date is the date stipulated in a Purchase Order upon which Order Completion is set to be achieved, subject to revision in accordance with this contract.
- (k) The Contract Date is the date that this contract is signed by the Purchaser and a letter of acceptance has been sent before the validity period has expired.
- (l) The Starting Date is the date **stated in the Contract Data** on which this contract becomes operational.
- (m) The Service Period for a Term Contract or Framework Contract is the period following the Starting Date as **stated in the Contract Data**, during which time this contract is in in operation and after which the contract concludes/expires, unless extended in accordance with a provision for extension in this contract.

SCC2.1.3 Interpretation and the law

This contract is the entire agreement between the Parties.

SCC2.1.4 Communications

- (a) Any communication required by this contract will only have effect when it is received in writing at the last address notified by the recipient for receipt of communications. Email is an accepted form of written communication for this contract, but mobile phone text messaging in any form or format is not.
- (b) If this contract requires either Party to reply to a communication, they shall reply within the Period for Reply **as stated in the Contract Data**, unless otherwise stated in this contract.

SCC2.1.5 The Purchaser's authority and delegation, and the Purchaser's Agent

- (a) The Purchaser may give an instruction to the Supplier which changes the Scope of Goods and Services, in accordance with the stipulations for Change Events in this contract.
- (b) The Purchaser may instruct a change to the Contract Completion Date or Order Completion Date after consultation with the Supplier, in accordance with the stipulations for Change Events in this contract.
- (c) The Purchaser's acceptance of a communication from the Supplier does not change the Supplier's obligation to provide the Goods and Services in accordance with this contract.
- (d) The Purchaser may, after notifying the Supplier, delegate any of the Purchaser's actions and may cancel any delegation. Any reference to an action of the Purchaser in this contract also includes an action by the delegate.

- (e) The Purchaser will appoint a Purchaser's Agent, who acts on behalf of the Purchaser with the authority **as stated in the Contract Data**. If the Purchaser's Agent is not identified in this contract, the Purchaser will appoint one and shall notify the Supplier of their name. The Purchaser may replace the Purchaser's Agent and shall notify the Supplier of the name of the replacement.
- (f) If this contract is a Term Contract or Framework Contract and where another entity has been granted participation in this contract and has been given the authority to issue Purchase Orders in accordance with this contract, that entity becomes the Purchaser for that Purchase Order with all the rights and obligations of the Purchaser as stated in this contract. The names of the Purchaser and the Purchaser's Agent shall be stated in the Purchase Order.

SCC2.1.6 Access to and the provision of services

- (a) The Purchaser shall facilitate and allow access to and use of its premises to the Supplier as is required for the provision of the Goods and Services in this contract.
- (b) The Purchaser shall provide the necessary services and other things as stipulated in the Scope of Goods and Services.

SCC2.1.7 Early warning

- (a) The Supplier and Purchaser shall give early warning by notifying the other as soon as either becomes aware of anything which could increase the cost of the Goods and Services, or which could delay the Contract Completion Date or Order Completion Date (whichever applicable), or which could negatively impact the performance of the Supplier in providing the Goods and Services. Early warning for anything for which a change event has already been notified, is not required.
- (b) The Supplier and Purchaser shall co-operate in a process of making and considering proposals to mitigate or avoid the effects of a matter for which an early warning was notified. Actions to be taken shall be recorded in writing.

SCC2.1.8 Applicable law (As referred from GCC Clause 30.1)

Any other applicable law is **as stated in the Contract Data**.

SCC2.1.9 Acts or omissions by mandataries

In terms of Section 37(2) of the Occupational Health and Safety Act of 1993 (Act 85 of 1993), the Supplier hereby agrees that the Purchaser is relieved of any and all of its liabilities in terms of Section 37(1) of this Act in respect of any acts or omissions of the Supplier and its employees to the extent permitted by this Act, and that this contract comprises the written agreement between the Purchaser and the Supplier contemplated in section 37(2).

SCC2.1.10 Maintenance of mandatory registrations

The Supplier shall ensure that its registration as a supplier on the Western Cape Supplier Evidence Bank (WCSEB) and the Central Supplier Database (CSD) are maintained as active and compliant in all respects, for a Sole Contract until the later of the Contract Completion Date an associated Retention Period, and for a Term Contract or Framework Contract until the later of the end of the Service Period and the date of the last Order Completion or associated Retention Period.

SCC2.1.11 No gifts/tokens/invitations from the Supplier to Purchaser's officials/representatives

Although there are formal prescripts and mechanisms in place to regulate and record the receipt of small tokens/gifts/invitations from suppliers, contractors and service providers, officials of the Purchaser are actively discouraged from accepting any such gifts/tokens/invitations. In terms of this contract, the Supplier shall not offer any gift/token/invitation which carries any monetary benefit, irrespective of value, directly or indirectly, to any official or representative in the Purchaser's service, before, during or after completion of this contract.

SCC2.2 THE SUPPLIER'S MAIN RESPONSIBILITIES

SCC2.2.1 Providing the Goods and Services

- (a) The Supplier shall provide the Goods and Services in accordance with the Scope of Goods and Services.
- (b) If the Supplier makes use of subcontractors, the Supplier shall remain responsible to provide the Goods and Services as if the Supplier did not subcontract and the contract applies as if the subcontractor's employees and resources were the Supplier's own employees and resources.
- (c) The Purchaser may, after having stated reasons, instruct the Supplier to remove an employee or a subcontractor from the contract. The Supplier shall then arrange that the employee or subcontractor will have no further connection with this contract within one day after the instruction.
- (d) The Supplier shall provide access for the Purchaser and others as notified by the Purchaser, to Goods stored and Services executed for this contract.
- (e) The Supplier shall obey all instructions given by the Purchaser and which are in accordance with this contract.
- (f) The Supplier shall obtain all permissions, permits and other things necessary from the appropriate institutions and sources before transporting Goods to the place of delivery or executing Services as stated in the Scope of Goods and Services or in a Purchase Order.
- (g) The Supplier shall act in accordance with all health and safety requirements stated in the Scope of Goods and Services.

SCC2.2.2 Purchase Orders (pursuant to GCC Clause 1.19)

- (a) During the Service Period the Purchaser may issue a proposed Purchase Order to the Supplier. The Supplier shall price each proposed Purchase Order using the rates and prices from the Price Schedule and shall submit it with an Order programme for delivery and/or execution of the Services, to the Purchaser for evaluation and approval. Prices for items or work not included in the Price Schedule are evaluated as change events. The Purchaser may consult the Supplier about the contents of a Purchase Order before the Purchaser approves and issues it.
- (b) A Purchase Order includes the following:
 - A detailed description of the scope of Goods and Services to be provided in the Order;
 - A priced and totalled list of the items of Goods, Services or work in the Order;
 - The starting and completion dates for the Order, and
 - The amount of penalties payable for late fulfilment or completion of the Order, if different from the provisions made in the GCC.
- (c) The Supplier shall not start executing a Purchase Order until the Purchaser has approved the priced Order and instructed the Supplier to execute the Order.
- (d) A Purchase Order shall not be issued after the end of the Service Period.
- (e) Pricing for items of Goods or Services required by the Purchase Order which are not included in the Price Schedule, are change events.

SCC2.3 TIME AND TIME RELATED MATTERS

SCC2.3.1 Starting, delivery, completion and the Service Period

The Supplier shall start work only from the Starting Date and shall deliver the Goods and provide the Services under this contract until the date of Contract Completion or until the later of the end of the Service Period and the date of the latest Order Completion, as applicable to the Contract Type.

SCC2.3.2 Instructions to stop providing the Goods and Services

The Purchaser may issue an instruction to the Supplier to stop or not to start the provision of the Goods and Services, and may later instruct the Supplier to start or re-start it.

SCC2.3.3 The programme

The Supplier shall submit programmes where applicable for the provision of the Goods and Services to the Purchaser in accordance with the provisions in the Scope of Goods and Services.

SCC2.3.4 Non-working days and the annual December/January holiday break

- (a) The annual holiday break is deemed to comprise an approximate 4 week period commencing in mid-December and ending in mid-January.
- (b) Non-working days **stated in the Contract Data** are added to delays to the Contract Completion Date or Order Completion Date due to change events.
- (c) Inclusion or exclusion of the annual December/January holiday break in determining and influencing the Contract Completion Date or an Order Completion Date is **as stated in the Contract Data**, omission of which means EXCLUSION by default.
- (d) If the Contract Completion Date or an Order Completion Date is delayed until after the start of the holiday break, the full period of the holiday break is added in addition to delays to either date due to change events **only if** the annual holiday break was EXCLUDED when setting the Contract Completion Date or the Order Completion Date and the delay is not the Supplier's fault.
- (e) If either Party issues a communication in terms of this contract to the other at any time during the holiday break, the Period for Reply is extended by the remainder of the period of the holiday break at the time of the communication.

SCC2.3.5 Extension of the Service Period

The Purchaser reserves the option to extend the Service Period for a Term Contract or Framework Contract as a once-off occurrence only. The Service Period is extended if extension is notified by the Purchaser to the Supplier before or on the last day of the current Service Period, and the period of extension of the Service Period does not exceed the allowed maximum **stated in the Contract Data**. Extension of the Service Period constitutes a contract amendment as stated in GCC Clause 18, which shall be effected within 4 weeks after notification of the extension by the Purchaser to the Supplier.

SCC2.4 QUALITY: TESTING, DEFECTS AND INSPECTIONS (Supplementary to GCC Clause 8)

SCC2.4.1 Tests, inspections and notification of Defects

The Purchaser and Supplier shall carry out tests and inspections as required by the Scope of Goods and Services. If a test reveals that any Goods or Services have a Defect, the Supplier shall correct the Defect and the test shall be repeated to prove the Defect correction. The Purchaser may notify a Defect at any time before the later of any of the following, as applicable to each Contract Type: (a) the date of Contract Completion, (b) the date of the latest Order Completion or (c) the end of a Retention Period or Warranty period associated with Contract Completion or Order Completion.

SCC2.4.2 Correction of Defects

- (a) The Supplier shall correct a Defect when the Supplier becomes aware of it, irrespective of whether the Purchaser notifies him of it or not.
- (b) The Supplier shall correct a notified Defect within the Defects Correction Period **stated in the Contract Data**. This period begins when the Purchaser has

arranged the necessary access and other things required for the Supplier to correct the Defect.

SCC2.4.3 Acceptance of Defects

The Parties may each propose to the other that the Scope of Goods and Services should be changed so that a Defect does not have to be corrected. If the Parties are both prepared to consider the proposal, the Supplier shall submit a quotation for reduced prices and an earlier Contract Completion Date or Order Completion Date to the Purchaser for approval. If the Purchaser approves the quotation, the Purchaser shall give an instruction to change the Scope of Goods and Services, the prices and the Contract Completion Date or Order Completion Date accordingly.

SCC2.4.4 Uncorrected Defects

If the Supplier has not corrected a notified Defect within the time stipulated by this contract, the Purchaser shall have the right (without prejudice to any other claims which the Purchaser may have against the Supplier under the contract) to assess the cost of having the Defect corrected by others and the Supplier shall pay for this cost.

SCC2.4.5 Latent Defects

The Supplier shall be liable to the Purchaser for latent defects in the Goods and Services for a period **as stated in the Contract Data**.

SCC2.5 PAYMENT (As referred from GCC Clause 16)

SCC2.5.1 The Supplier's pricing for this contract is in the location **stated in the Contract Data**.

SCC2.5.2 Calculation of the amount due for payment

- (a) The Supplier shall calculate the amount due and shall apply to the Purchaser for payment of the change in the amount due since the previous payment. The Supplier's application for payment shall include details of how the amount due has been assessed and calculated, and the Supplier shall provide record of cumulative payments during this contract with each application for payment.
- (b) The amount due includes:
 - the price for each lump sum item in the Price Schedule which the Supplier has completed,
 - where a quantity is stated for an item for which a rate is applied in the Price Schedule, the amount calculated by multiplying the rate by the quantity that the Supplier has completed,
 - any other amounts payable to the Supplier,
 - less any amounts retained from, or payable by, the Supplier.
- (c) For a Sole Contract, penalties as stated in the Contract Data for late Contract Completion shall be payable from the Contract Completion Date as stated in the Contract Data (subject to revision in accordance with the contract), to the date that Contract Completion is achieved. For a Term Contract or Framework Contract, penalties stated in a Purchase Order shall be payable from the Order Completion Date as stipulated in the Purchase Order (subject to revision in accordance with the contract), to the date that Order Completion is achieved.

SCC2.5.3 Payment

- (a) The Supplier shall prepare a tax invoice for the exact amount claimed. The Supplier shall submit the tax invoice and any relevant corresponding documentation to the Purchaser for payment.
- (b) The Purchaser shall assess the Supplier's tax invoice inclusive of all required supporting documentation within one week of receipt thereof. Incomplete and incorrect payment submissions are not processed for payment and the Supplier shall be notified to correct the payment submission within one week. Payment shall be made within thirty calendar days of receipt of a complete and correct Supplier's payment submission.

- (c) The following information **MUST** be referenced on all invoices submitted to the Purchaser for payment. Omitting any of these details shall be deemed as an incorrect invoice:
- Purchaser's (Department) name and address.
 - Tender/contract number.
 - If applicable, the project title/description.
 - If applicable, Purchase Order number.

SCC2.5.4 Price adjustment for inflation (as referred from GCC Clause 17)

- (a) The application or not of Price adjustment for inflation for this contract is **as stated in the Contract Data**.

- (b) Statutory price increases

Statutory price increases as well as exemptions and constraints applicable to price adjustment for this contract are **as stated in the Contract Data**.

- (c) Price adjustment factor (PAF)

- On each anniversary of the Contract Date, the Purchaser shall calculate a price adjustment factor equal to $(L - B) / B$, where L is the last published value of the index and B is the last value of the index published before the Contract Date. The index is the CPAP index ("Consumer Price Index: Index numbers and year on year rates", as published in the Statistical News Release, P0141 Table B) prepared by Statistics South Africa. (www.statssa.gov.za) The price adjustment factor is applied prior to adding VAT.
- If an index is changed after it has been used in calculating a price adjustment factor, the calculation shall be repeated and a correction included in the next calculation of the amount due.
- The price adjustment factor calculated at the end of the Service Period of this contract (as amended in accordance with the contract) is used for calculating price adjustment after this date.

- (d) Price adjustment

For the rates and lump sums in the Price Schedule, each amount payable after the first anniversary shall include an amount for price adjustment which is calculated as follows:

- the sum of the change in the rates and lump sums included in the amount payable since the last assessment, multiplied by the price adjustment factor calculated at the last anniversary before the assessment,
- plus the amount for price adjustment included in the previous amount payable.

- (e) Change events

The Supplier's Cost for change events is assessed using the Supplier's Cost current at the time of assessing the change event adjusted to the Contract Date by dividing by $(1 + \text{PAF})$, where PAF is the price adjustment factor calculated at the last anniversary.

SCC2.5.5 Foreign exchange price fluctuations (as referred from GCC Clause 17)

Where pricing of Goods and/or Services are identified in the Scope of Goods and Services or in the Pricing Data as subject to fluctuations in a foreign currency exchange rate ("forex"), price adjustment shall be made as follows:

- (a) Forex price adjustment factor

When preparing a payment claim for Goods and/or Services subject to forex fluctuations, the Supplier shall calculate an exchange rate adjustment factor equal to (X / B) , where X is the actual currency exchange rate/s applied at the time of the international purchase, and B is the base currency exchange rate at the opening of currency trade markets in South Africa on the day of tender

closing for this contract. The forex price adjustment factor is applied prior to adding VAT.

(b) Forex price adjustment

- For the rates and lump sums in the Price Schedule subject to forex fluctuations, each amount payable shall be calculated by multiplying the amount by the forex price adjustment factor.
- Forex price adjustment and price adjustment for inflation shall always be mutually exclusive. Rates and lump sums in the Price Schedule which are subject to forex fluctuations shall never be subject to price escalation for inflation.

SCC2.5.6 Retention

- (a) For a Sole Contract a Retention amount **as stated in the Contract Data** is retained from the Supplier in the assessment of each amount payable until the date of Contract Completion. The amount retained is halved in the first assessment made after the date of Contract Completion and shall remain at this amount until the end of the Retention Period **as stated in the Contract Data**.
- (b) For a Term Contract or a Framework Contract a Retention amount **as stated in the Purchase Order** is retained from the Supplier in the assessment of each amount due until the date of Order Completion. The amount retained is halved in the first assessment made after the date of Order Completion and shall remain at this amount until the end of the Retention Period **as stated in the Purchase Order**.

SCC2.5.7 Payment by the Supplier of its subcontractors and suppliers

The Supplier shall pay a subcontractor or supplier for all subcontracted work or goods and services rendered to the Supplier which in terms of this contract have been certified and paid to the Supplier. The Supplier shall pay a subcontractor or supplier within 30 days of receipt of payment from the Purchaser or in accordance with the terms as stipulated in writing in a subcontracting or supply agreement, whichever is the earlier.

SCC2.6 CHANGE EVENTS

SCC2.6.1 Change events

Change events are events which have implications of cost and/or time and/or variation of the Goods and Services which are not made provision for by the stipulations in the Scope of Goods and Services or elsewhere in this contract. Change events do not require a contract amendment procedure as contemplated in GCC Clause 18, but are instead governed as stated in the clauses contained in SCC2.6. The following are change events:

- (1) The Purchaser instructs a change in the Scope of Goods and Services, unless the change is effected to make a Defect acceptable. Any change to the Scope of Goods and Services shall be limited to include only items logically related to, or associated with, those of the original Scope of Goods and Services contemplated by, and included in, this contract.
- (2) The Purchaser instructs a change to the Contract Completion Date or an Order Completion Date.
- (3) The Purchaser does not allow access to its premises or does not provide the services and things necessary which the Purchaser is to provide to the Supplier as stated in this contract.
- (4) The Purchaser gives an instruction to stop or not to start the provision of the Goods and/or Services.
- (5) The Purchaser does not reply to a communication within the Period for Reply required by this contract.
- (6) The Purchaser changes a decision which the Purchaser has previously communicated to the Supplier, which results in cost and/or time impacts on the provision of the Goods and/or Services.

- (7) The Purchaser instructs the Supplier to search for a Defect in the provided Goods and/or Services and no Defect is found.
- (8) The Purchaser notifies a correction to an assumption which the Purchaser has stated about a change event which results in cost and/or time impacts on the change event.
- (9) An event which stops the Supplier from providing the Goods and Services by the Contract Completion Date or by the Order Completion Date and which neither Party could prevent, and deemed at the time of quotation to have such a small chance of occurring that it would have been unreasonable to have allowed for it.
- (10) A difference between the final quantity of any item of Goods and/or Services completed, and the quantity stated for that item in the contract or in a Purchase Order.
- (11) A loss or damage to Goods and Services completed which is not the fault or responsibility of the Supplier or could not have been prevented by any reasonable action of the Supplier.
- (12) An item of Goods or Services required which is not included in the Price Schedule.

SCC2.6.2 Notification of change events

- (a) The Supplier shall give notification to the Purchaser of an event which the Supplier believes has happened or which the Supplier believes will happen as a change event, unless the Purchaser has already notified the event to the Supplier. If the Supplier does not notify the change event within four weeks of becoming aware of it, the Supplier will forfeit any change in the prices and changes to the Contract Completion Date or an Order Completion Date, unless the event arises from an instruction by the Purchaser. The Supplier may include a quotation for the change event at the time of notification.
- (b) If the Purchaser decides that an event notified by the Supplier is as result of a fault of the Supplier, or has not happened and is not expected to happen, or has no effect on the Supplier's Cost and/or completion time or is not one of the change events stated in this contract, the Purchaser shall notify the Supplier of the decision that the prices, and the Contract Completion Date or Order Completion Date are not to be changed.
- (c) If the Purchaser decides otherwise, then within one week of receiving the Supplier's notification, the Purchaser shall acknowledge receipt of the notification. At the same time, the Purchaser shall instruct the Supplier to submit a quotation for the event, unless a quotation was included in the notification or if a revised quotation is required.
- (d) If the Purchaser decides that the Supplier did not give early warning of the event which the Supplier reasonably could have given, the Purchaser shall notify the decision at the time when acknowledging receipt of the Supplier's notification and instructing the Supplier to submit a quotation.
- (e) Change events cannot be notified after the later of the date of Contract Completion and the end of the Retention Period stated for the contract. For a Purchase Order, change events cannot be notified after the later of the date of Order Completion and the end of the Retention Period stated in the Purchase Order.

SCC2.6.3 Quotations for change events

- (a) A quotation for a change event comprises two distinct components: (1) proposed changes to the prices or rates, and (2) any delay in stipulated completion times for providing the Goods and/or Services. The Supplier shall include details of the assessment and calculations with each quotation and shall submit the quotation to the Purchaser within one week after receiving instruction from the Purchaser to do so, or within two weeks of the date of notification of the change event if no such instruction is received.
- (b) The Purchaser may also instruct the Supplier to submit a quotation for a proposed instruction or a proposed changed decision (a "Proposal"). A

quotation for a Proposal is not put into effect by the Supplier unless explicit instruction to do so is given by the Purchaser.

- (c) The Purchaser shall reply within one week of receipt of the Supplier's quotation submission. For a Proposal the Purchaser's reply is one of the following: (1) that the Proposal will not be effected (the default if no reply is given) or (2) a notification that the Proposal including quotation is approved and will be effected or (3) a notification that the Proposal is acceptable in principle but the Purchaser does not agree with the quotation. For all other change events the Purchaser's reply is either approval of the quotation or a notification that the Purchaser does not agree with the quotation (no default if no reply is given).
- (d) If the Purchaser does not agree with the quotation, the Supplier may submit a revised quotation within one week of receipt of the Purchaser's reply. If no revised quotation is received or if the Purchaser does not agree with the revised quotation, the Purchaser may perform an own evaluation and shall notify the Supplier of it.

SCC2.6.4 Evaluation/assessment of change events

- (a) If a change event only affects the quantities of Goods and/or Services in the Price Schedule, the changes to the prices are calculated by multiplying the changed quantities by the appropriate rates in the Pricing Schedule.
- (b) For all other change events the changes to the prices are calculated based on the Supplier's Cost, forecasted if not already incurred or actual if already incurred. The Supplier's Cost is broken down and shown separately for labour (people), materials, equipment used, subcontracted work and transport, excluding any overheads and profit. The mark-up percentage for overheads and profit **as stated in the Contract Data** is applied to the calculated effect of the event, excluding any taxes such as Value added Tax (VAT) and taxes for import, export and customs clearance.
- (c) The effects of change events on the Supplier's Cost are calculated at open market or competitively tendered prices where all recoverable discounts, rebates and taxes have been deducted. The cost of events that the Supplier is required to be insured for by this contract as well as any costs paid to the Supplier by an insurer for the event are deducted from the Supplier's Cost.
- (d) The delay to the Contract Completion Date or an Order Completion Date is calculated as the length of time that the applicable Completion Date is forecasted to be delayed by the change event.
- (e) Prices and rates for work not included in the Price Schedule and approved by the Purchaser are added to the Price Schedule as lump sums or rates, as appropriate, and are used from there on forward for pricing subsequent Purchase Orders.

SCC2.6.5 Cost of preparation of quotations for change events

All costs associated with the preparation of quotations for change events for this contract are the Supplier's risk and are not reimbursable by the Purchaser.

SCC2.7 TITLE, AND THE USE OF EQUIPMENT AND OTHER THINGS

SCC2.7.1 The Purchaser's title to, and marking of, Goods

Irrespective of the type of title the Supplier has to any Goods delivered as specified in the Scope of Goods and Services, title shall pass to the Purchaser upon delivery. The Supplier shall mark all the Goods for payment by the Purchaser before delivery in accordance with the stipulations in the Scope of Goods and Services.

SCC2.7.2 Intellectual property rights

- (a) The ownership of and all rights in and to intellectual property owned by either Party prior to the commencement of this contract shall be and remain vested with the Party who as at the commencement of this contract is the owner thereof.
- (b) The Supplier shall have no claim or be entitled to any copyright or other intellectual property that arises as deliverables or otherwise out of the

execution of this contract, ownership of which shall at all times vest in the Purchaser. The Supplier may not reproduce or use the copyright or any intellectual property unless with the prior written permission of the Purchaser.

- (c) The Supplier hereby warrants that it either owns or obtained the right to use all intellectual property in all material used by it in the course of providing the Goods and/or Services in terms of this contract.
- (d) The Supplier hereby indemnifies the Purchaser from and against any claim that any material used by it, in the course of providing the Goods and/or Services in terms of this contract, infringes any third party's intellectual property rights.

SCC2.7.3 The Parties' use of equipment and other things

- (a) The Supplier has the right to use equipment and other things provided by the Purchaser only to provide the Goods and Services.
- (b) The Supplier shall return to the Purchaser all equipment and other surplus things provided by the Purchaser, provide items of equipment and provide the information and other things for the Purchaser's use as stated in the Scope of Goods and Services, for a Sole Contract before the date of Contract Completion and for a Term Contract or Framework Contract before the earlier of the date of Order Completion and the end of the Service Period, as applicable.

SCC2.7.4 Keeping a site attendance register

If the Supplier operates a site on the Purchaser's premises as part of providing the Goods and Services, the Supplier shall keep a site attendance register detailing the identity of, sign-in and sign-out by its employees and visitors to the site or location where the Goods and Services are provided, details of which shall be made available to the Purchaser upon request.

SCC2.8 RISK, INDEMNITY, AND INSURANCE

SCC2.8.1 Purchaser's risks

The following are Purchaser's risks:

- (a) Claims, proceedings, compensation and costs payable which are due to negligence, breach of statutory duty or interference with any legal right by the Purchaser or any person employed by the Purchaser (with the exception of the Supplier), or a fault of the Purchaser.
- (b) Loss of or damage to the Goods and/or Services after delivery/completion except loss or damage occurring before the date of Contract Completion or the later of the end of the Service Period and the latest date for Order Completion as applicable, which is due to (1) a Defect which existed at delivery or completion, or (2) an event which is not a Purchaser's risk or (3) activities of the Supplier after delivery/completion.
- (c) Loss of or damage to the Goods and Services retained by the Purchaser after delivery/completion upon contract termination except loss or damage due to the activities of the Supplier after delivery/completion following the termination.

SCC2.8.2 Supplier's risks

For the duration of the contract until the later of Contract Completion, end of Service Period, last Order Completion or any associated Retention Period, all risks which are not stated in this contract as carried by the Purchaser shall be carried by the Supplier.

SCC2.8.3 Insurance cover and insurance policies (as referred from GCC Clause 11.1)

- (a) The Supplier shall provide insurance cover against loss of or damage to the Goods and Services, materials, equipment and against any other risks carried by the Supplier from the Starting Date until the later of Contract Completion, end of Service Period, last Order Completion or any associated Retention Period, for the amount deemed sufficient by the Supplier to cover the total of the Supplier's risk or for the minimum amount of cover **stated in the Contract Data**.

- (b) Insurance cover shall include a Coupon Policy for Special Risks Insurance issued by the South African Special Risks Insurance Association (SASRIA).
- (c) When requested by the Purchaser, the Supplier shall provide certificate/s from its insurer or broker confirming that the insurances required by this contract are in force.

SCC2.8.4 Performance security (As referred from GCC Clause 7)

- (a) If so **stated in the Contract Data**, the Supplier shall provide the Purchaser with performance security for the amount **stated in the Contract Data** and in the form set out in the Scope of Goods and Services.
- (b) Insurers must be duly registered in terms of the Short-Term Insurance Act 1998 (Act 35 of 1998) and banks must be duly registered in terms of the Banks Act, 1990 (Act 94 of 1990). Financial service providers other than registered banks and insurers are not acceptable as guarantors.
- (c) No alterations or amendments of the wording of the form of the performance security form will be accepted.
- (d) Alternatively, a cash deposit or electronic money transfer for the same amount into the bank account of the Purchaser, is also acceptable as performance security.

SCC2.9 MEDIATION PROCEEDINGS, TERMINATION AND CANCELLATION OF PURCHASE ORDERS

SCC2.9.1 Mediation proceedings (as referred from GCC Clause 27.4)

If any dispute has not been resolved by negotiation, the Parties shall submit the dispute to mediation administered by the Arbitration Foundation of Southern Africa (AFSA) (Cape Region), (<http://www.arbitration.co.za>, Tel +27 21 426 5006), upon the terms set by the AFSA Secretariat. Mediation shall be conducted in Cape Town in the governing language of this contract, which is English.

SCC2.9.2 Termination for reasons other than Supplier's default or insolvency (GCC Clauses 23 and 26)

If either Party wishes to terminate the Supplier's obligation to supply the Goods and Services in terms of this contract, he notifies the intention to terminate together with a valid reason for terminating to the other Party. Unless the Parties can agree otherwise, termination is effected by the Purchaser issuing a termination certificate to the Supplier if the reason complies with this contract.

(a) Additional reasons for termination

The following are the only valid reasons for termination of this contract, in addition to the reasons of Supplier's default or insolvency as contemplated in GCC Clauses 23 and 26:

- (i) The Supplier may terminate if the Purchaser has not made a payment within 12 weeks of receipt of a complete and correct payment submission from the Supplier;
- (ii) The Purchaser may terminate for any other reason.

(b) Procedures on termination

- (i) On termination, the Supplier shall return to the Purchaser any equipment and surplus things provided by the Purchaser, and hand over any items ordered and paid for by the Purchaser.

(c) Payment on termination

The amount payable on termination includes the following:

- (i) The amount payable assessed as for normal payments,
- (ii) the Supplier's Cost associated with cancelling of items ordered by the Supplier, where applicable,
- (iii) The total of the Prices of any items ordered by the Supplier which cannot be resold or used elsewhere and of which the Supplier has to accept delivery, and

- (iv) for a Sole Contract, if the Purchaser terminates for reason (a)(ii) above, 5% of the Prices of any remaining Goods and Services deliverable under the contract, had there been no termination.

SCC2.9.3

Cancellation of Purchase Orders (Term Contract and Framework Contract only)

The Purchaser may cancel a Purchase Order at his sole discretion.

- (a) Procedures on cancellation of a Purchase Order
 - (i) On cancellation of a Purchase Order, the Supplier shall return to the Purchaser any equipment and surplus things provided by the Purchaser, and hand over any items ordered and paid for by the Purchaser in terms of the Purchase Order.
- (b) Payment on cancellation of a Purchase Order

The amount payable on cancellation of a Purchase Order shall be limited to the following:

 - (i) The amount payable assessed as for normal payments under the Purchase Order,
 - (ii) the Supplier's Cost associated with cancelling of items ordered by the Supplier where applicable, and
 - (iii) The total of the Prices of any items ordered by the Supplier which cannot be resold or used elsewhere and of which the Supplier has to accept delivery.

SCC2.10

FRAMEWORK CONTRACT (Only applicable if Contract Type is Framework Contract)

SCC2.10.1 Object and operation of the Framework

- (a) The object of this Framework is to enable the Purchaser to invite tenders and to appoint more than one Supplier to carry out work over the Service Period on an "as instructed" basis within its defined scope, based on the pricing information provided by the Supplier in the Pricing Schedule of this document. The goal of this approach is to speed up and streamline procurement of the Goods and/or Services required by the Purchaser from the open market in order to fulfil its strategic objectives, while maintaining transparency and equitability of the procurement process.
- (b) The Purchaser is not obligated and does not guarantee that the Supplier will be issued with a minimum number of Purchase Orders instructing the provision of Goods and/or Services during the Service Period.
- (c) The Purchaser issues Purchase Orders for the provision of Goods and/or Services during the Service Period of the contract based on best value and best serving the strategic objectives of the Purchaser.

SCC2.10.2 Management of the Framework

- (c) A Framework Core Management Group (the "Group") of people may be established by the Purchaser. The Group is responsible for operating and maintaining the Framework relationship to facilitate continuity, effectiveness and communication.
- (d) The Group consists of nominated representatives of the Purchaser and the Supplier. The Supplier shall nominate 2 (two) representatives on the appropriate returnable Schedule ("Supplier's Nominees for Framework Core Management Group") in this document. Up to 4 (four) Purchaser's representatives can be nominated at the Group's establishment meeting. Both the Purchaser and the Supplier are free to replace their representatives at any time and for any reason during the Service Period, by notifying the other of the names of the replacements. If the Purchaser is not satisfied with a nominated representative of the Supplier, the Purchaser shall give the reasons and instruction to the Supplier to replace the representative. The Supplier shall replace the representative unless the reasons given by the Purchaser are illegal or impossible to comply with.

- (e) The Group meets through meetings scheduled by the Purchaser when the Purchaser deems necessary. In the event of problems or obstacles in the way of satisfactory operation of the Framework, an ad hoc meeting of the Group may be called by either the Purchaser or the Supplier. The Purchaser is responsible to take minutes of all meetings, which are distributed to all Group members within two weeks after the meeting. Expenditure to attend meetings of the Group is not a cost-reimbursable item for the Supplier.

SCC2.10.3 Adding Suppliers to the Framework

- (a) Annual and ad hoc review of the Framework and addition of Suppliers
 Within the period of 4 weeks before and after each Framework Contract anniversary date until the end of the Service Period or if circumstances of insufficient Supplier availability arise or prevail at any other time during the Service Period which are deemed by the Purchaser to threaten or impair the effective and efficient operation of the Framework in the fulfilment of the strategic objectives of the Purchaser, the Purchaser shall review and evaluate the Framework per geographic region or location as applicable. Where circumstances of insufficient Supplier availability are indicated, the Purchaser may exercise the option to add Suppliers to the Framework, subject to the following conditions:
 - (ii) The Framework's pricing is such that all Suppliers are remunerated in accordance with a Price Schedule comprising uniform rates and prices which are the same for all, or failing which competitive pricing and value for money compared to that of other existing Suppliers be clearly demonstrated and documented;
 - (iii) All added Suppliers shall be contracted under the exact same conditions of contract as the other existing Suppliers and are remunerated in accordance with the same Framework Price Schedule.
 - (iv) Where existing suitable Framework Suppliers appointed under this contract but in other geographical regions or locations can be identified, preference be given to such Suppliers to be added to the region or location where the Goods and/or Services are required;
 - (v) Where no suitable existing Framework Suppliers can be identified to be added to a particular region or location, the Purchaser may approach other service providers not contracted under this Framework but who are suitable to be added to the Framework, in that region or location.
- (b) The procedure to be followed for adding Suppliers to the Framework is as follows:
 - (i) For existing Framework Suppliers, a contract amendment as per GCC Clause 18, which shall be effected by mutual agreement between the Purchaser and Supplier, reduced to writing in an addendum signed by both Parties and added to the Supplier's existing Framework Contract;
 - (ii) For service providers not contracted under the Framework, secondary open procurement and competitive negotiations in compliance with all applicable Government procurement prescripts including a secondary risk assessment procedure to evaluate inter alia current commitments, previous performance and other risk factors. Successful bidder/s to be appointed with a notification of appointment issued by the Purchaser and signature by both Parties of this Framework Contract document, effective for the remainder of the Service Period.

SCC2.10.4 The Selection Procedure

The Purchaser shall select a Supplier appointed under the Framework to submit a quotation for a proposed Purchase Order according to these criteria and terms:

- (a) Eligibility of a Supplier for selection
 A Supplier is eligible for selection by the Purchaser to submit a quotation for a proposed Purchase Order if (1) the Goods and/or Services required are within the scope of the Supplier's offer in terms of this contract, and (2) the Supplier has a business presence in the geographical location where the Goods and Services are required, and (3) the Supplier is not currently engaged in the

execution of another Purchase Order under this Framework, the workload of which is deemed by either the Purchaser or the Supplier likely to impair the Supplier's ability to undertake and complete the proposed Purchase Order effectively, and (4) the Supplier does not have a record of unsatisfactory performance during execution of previous Purchase Orders under this Framework, and if the Supplier has, then only if the Purchaser is satisfied with remedial measures instituted by the Supplier to prevent a recurrence of such unsatisfactory performance for future Purchase Orders.

(b) Selection of a Supplier in the Framework

- (i) If the Purchaser seeks quotations for proposed Purchase Orders under the Framework, the Purchaser (1) selects a Supplier who is eligible for selection and (2) if more than one Supplier is eligible for selection, the Purchaser rotates its selection of Suppliers sequentially to spread Orders fairly between eligible Suppliers as far as it is practically possible, within the limits of the Purchaser's strategic business objectives.
- (ii) The Purchaser also has the option to invite a secondary competitive process by selecting all eligible Suppliers to submit a competitive quotation, where the Supplier offering the lowest price within the context of acceptable risk, is selected. A reason for exercising this option may be when quotations are sought for significant quantities of Goods and/or Services for which no prices or rates are available in the Price Schedule. Selection of a Supplier is effected when a written issue of instruction to submit a quotation for a proposed Purchase Order is received by the Supplier.

SCC2.10.5 The Quotation Procedure

The Supplier provides a quotation to the Purchaser for a proposed Purchase Order according to these criteria and terms:

- (a) The Purchaser shall give written instruction to the Supplier to submit a quotation for a proposed Purchase Order, by issuing a Purchase Order form in either hardcopy or digital format to the Supplier. The Purchase Order form documentation shall contain all the relevant forms, the scope of work and related information describing and defining the Goods and/or Services to be delivered/completed. If the quotation is simultaneously competing with quotations from other selected Suppliers under this Framework, the Supplier is so notified.
- (b) The Supplier shall give written acknowledgement of receipt of the Purchase Order form. The Supplier shall prepare the quotation for the Purchase Order based on the pricing in the Price Schedule for this contract. The Supplier's rates and prices in the Price Schedule are binding and apply as the maximum allowable rates and prices quoted for any Purchase Order under this Framework. If a quotation is competing with quotations from other selected Suppliers under the Framework, the Supplier may reduce any of the rates or prices in the Pricing Schedule in order to improve the competitiveness of the quotation. Rates and prices may never be exceeded, except for the provisions of price escalation for inflation, if applicable.
- (c) Quotation for items for which there are no prices available in the Price Schedule are subject to assessment by the Purchaser and negotiation where applicable, and the Purchaser reserves the right to treat new items in the same way as change events.
- (d) The Supplier shall submit its quotation by returning the Purchase Order documentation together with any other required documentation or information to the Purchaser in compliance with the instructions given by the Purchaser, on or before the stated date and time. Late or incomplete submissions may be rejected.
- (e) The Purchaser shall give reply to the Supplier. The reply can be (1) acceptance and approval of the quotation and instruction to provide the Goods and/or Services for the Purchase Order, or (2) a notification that the Purchaser does not accept the quotation and the Purchase Order will not be effected, or (3) a notification that the Supplier's submission is acceptable in principle but the Purchaser does not agree with the quotation and further refinement of pricing

and/or detailing must be concluded to the Purchaser's satisfaction before the quotation will be approved.

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT****WCBD7.1: Contract Form****SCHEDULE B1: Contract Form: Purchase of Goods and Services****Part 1 (to be filled in by the Supplier ONLY UPON AWARD OF THE CONTRACT)**

The Purchaser, identified in the Part 2 signature block, has solicited offers to enter into a contract for the procurement of: **Bid No: MT05/2025: WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT**

The bidder, identified in the Part 1 signature block, hereby agrees to supply all or any of the goods and services described in the attached bidding documents to the Purchaser in accordance with the requirements and specifications stipulated in the bid documents at the price/s quoted. The offer/s remain binding upon the bidder and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing time of bid.

The bidder confirms that he has satisfied himself as to the correctness and validity of this bid; that the price(s) and rate(s) quoted cover all the goods and/or works specified in the bidding documents; that the price(s) and rate(s) cover all the obligations and accepts that any mistakes regarding price(s) and rate(s) and calculations will be at own risk. The bidder further declares that he has no participation in any collusive practices with any bidder or any other person regarding this or any other bid.

By the representative of the bidder, deemed to be duly authorised signing this part of this Contract Form, the bidder offers to perform all of the obligations and liabilities of the Supplier under the contract including compliance with all its terms and conditions according to their true intent and meaning for an amount to be determined in accordance with this contract.

This offer may be accepted by the Purchaser by signing Part 2 of this Contract Form and returning one copy of this document to the bidder before the end of the period of validity stated in the document, whereupon the bidder becomes the party named as the Supplier in this contract.

For the bidder:

**AUTHORISED SIGNATURE OF BIDDER AS PER
SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS CONTRACT FORM**

Bidder MUST complete the following:

CSD* Reg No.....

B-BBEE Status Level.....

*Central Supplier database

Name of organisation **as per Schedule A1**Name and capacity of signatory **as per Schedule A1**Address of organisation **as per Schedule A1**

Part 2 (to be filled in by the Purchaser)

By signing this part of this Contract Form, the Purchaser identified below accepts the bidder's offer. In consideration thereof, the Purchaser shall pay the service provider the amount due in accordance with this contract. Acceptance of the bidder's offer shall form an Agreement between the Purchaser and the bidder upon the terms and conditions contained in this Agreement and in the contract that is the subject of this Agreement.

Deviations from and amendments to the documents listed in the document and any addenda thereto as listed in the returnable schedules as well as any changes to the terms of the offer agreed by the bidder and the Purchaser during this process of offer and acceptance, are contained in the Schedule of Deviations included and forming part of this Agreement. No amendments to or deviations from said documents are valid unless contained in this schedule.

The bidder shall arrange for the delivery of any bonds, guarantees, proof of insurance and any other documentation to be provided in terms of this contract. Failure to fulfil any of these obligations in accordance with the terms stipulated shall constitute a repudiation of this Agreement.

This Agreement comes into effect on the Starting Date as stated in the Contract Data.

For the Purchaser: **WESTERN CAPE GOVERNMENT**
WESTERN CAPE MOBILITY DEPARTMENT: GOVERNMENT MOTOR TRANSPORT (GMT)
 SCM: Tender Office
 27 Wale Street
 CAPE TOWN
 8001

SIGNATURE OF PURCHASER

Name:

Capacity:

Name and signature of witness:

.....

Date:

Schedule of Deviations

(Append separate page if not enough space)

1 Subject:

Details:

.....

.....

2 Subject:

Details:

.....

.....

3 Subject:

Details:

.....

.....

4 Subject:

Details:

.....

.....

5 Subject:

Details:

.....

.....

By the duly authorized representatives signing this Agreement, the Purchaser and the bidder agree to and accept the foregoing schedule of deviations as the only deviations from and amendments to the documents listed in the GCC and SCC and addenda thereto as listed in the tender schedules, as well as any confirmation, clarification or changes to the terms of the offer agreed by the bidder and the Purchaser during this process of offer and acceptance.

It is expressly agreed that no other matter whether in writing, oral communication or implied during the period between the issue of the tender documents and the receipt by the bidder of a completed signed copy of this Agreement shall have any meaning or effect in the contract between the Parties arising from this Agreement.

For the Bidder:

AUTHORISED SIGNATURE OF BIDDER (Only required if the Schedule of Deviations contains entries)

Name:

Capacity:

Name and signature of witness:

.....

Date:

For the Purchaser:

WESTERN CAPE GOVERNMENT
WESTERN CAPE MOBILITY DEPARTMENT: GOVERNMENT MOTOR TRANSPORT (GMT)
 SCM: Tender Office
 27 Wale Street
 CAPE TOWN
 8001

SIGNATURE OF Purchaser (Only required if the Schedule of Deviations contains entries)

Name:

Capacity:

Name and signature of witness:

.....

Date:

Number of additional pages appended by the bidder to this schedule:(If nil, enter NIL).

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Contract Data

Contract Data Part One

Data provided by the Purchaser

SCC Clause	Contract Data
SCC1.2	The Purchaser is WESTERN CAPE MOBILITY DEPARTMENT: GOVERNMENT MOTOR TRANSPORT (GMT)
SCC1.3	The Purchaser's Agent for this procurement process is Name: Mr Riaan Fourie Address: Ground Floor 3 Rusper Street MAITLAND 7405 Phone: 021 467 4747 Email: Riaan.Fourie@westerncape.gov.za PLEASE NOTE: After award the Purchaser shall notify the names of two (2) Purchaser's Agents, one for each service domain as specified in this contract.
SCC1.4	The Contract Type is Term Contract .
SCC2.1.2 (c)	The Scope of Goods and Services is in the section called "Scope of Goods and Services" in this document .
SCC2.1.2 (l)	The Starting Date is the date of receipt of the letter of award of this contract by the Supplier, as issued by the Purchaser .
SCC2.1.2 (m)	The Service Period is a default period of 36 months following the Starting Date, or a Service Period of 60 months following the Starting Date, the latter subject to an internal process of review and approval by the Provincial Treasury. Finality in terms of an approved Service Period of 60 months may only be attained after contract award. The Purchaser has the option to select the 60 month Service Period at its own discretion upon approval thereof, and it will take effect upon written notification by the Purchaser to the Supplier.
SCC2.1.4 (b)	The Period for Reply is one week .
SCC2.1.5 (e)	The Purchaser's Agent act shall act with full authority on the Purchaser's behalf in the execution and administration of this contract.
SCC2.1.8	There are no other applicable law other than the laws of the Republic of South Africa

SCC Clause	Contract Data
SCC2.3.4 (b)	Saturdays, Sundays and National public holidays of the Republic of South Africa are non-working days when assessing delays to the Contract Completion Date or an Order Completion Date due to change events.
SCC2.3.4 (c)	The full period of the annual holiday break of approximately 4 weeks in December/January for the Service Period is/are INCLUDED in the Contract Completion Date or an Order Completion Date and will NOT be added to any other delays due to change events, unless otherwise stated in a Purchase Order.
SCC2.3.5	The allowed maximum period of extension of the Service Period for this contract matches the contract Service Period, i.e. 36 months for a Service Period of 36 months, or 60 months if the Service Period is 60 months.
SCC2.4.2 (b)	The Defects Correction Period for this contract is one week .
SCC2.4.5	The Latent Defects Period for this contract is 5 years after the date of Contract Completion or the date of an Order Completion, as applicable.
SCC2.5.2 (c)	The penalties payable for late delivery of the Goods and Services shall be as stated in the Purchase Order.
SCC2.5.4 (a)	Prices and rates for this contract shall remain fixed for the first 12 months of this contract and shall be subject to price adjustment for inflation thereafter.
SCC2.5.4 (b)	Consumables or goods subject to statutory price fluctuations are to be adjusted in terms of their statutory prices.
SCC2.8.3 (a)	The minimum amount of insurance cover required for this contract is R10 000 000 (ten million rand)
SCC2.8.4 (a)	Performance security is not required for this contract.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Contract Data

Contract Data Part Two

SCHEDULE B2: Data provided by the Supplier

SCC Clause	Contract Data
SCC2.1.2 (b)	The name and address of the Supplier is Name: Address: Telephone: Email address:
SCC2.5.1	The details of the Supplier's pricing for this contract is in the section called "Pricing Data" of this document.
SCC2.6.4 (b)	The mark-up percentage for overheads and profit added to the Supplier's Cost for change events is % (max 15% allowed, default 7% if the percentage is not entered by the Supplier.)

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

PART C: Pricing Data	
Pricing assumptions & instructions	Page 76
Pricing schedule	Page 77
Schedule C1: Pricing Summary	Page 77
Schedule C2: Price Schedule	Page 78

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Pricing assumptions & instructions

Pricing assumptions & instructions

1. GENERAL

- 1.1 It will be assumed that prices included in the pricing schedule are based on Acts, Ordinances, Regulations, By-laws, International Standards and National Standards that were published 28 days before the closing date for tenders. (Refer to www.iso.org for information on standards).
- 1.2 The Supplier will be paid for completed work i.e. work without Defects. This is a re-measurement contract and the Price Schedule comprises only items measured in terms of the standard method of measurement using quantities and rates or stated as lump sums. Time related items are items measured using rates where the rate is a unit of time.
- 1.3 The Price Schedule needs to be read in conjunction with any information identified in the Scope of Goods and Services.
- 1.4 For the purpose of the Price Schedule, the following words have the meanings hereby assigned to them:

Unit:	The unit of measurement for each item of work as defined in the relevant Standards or Specifications stated in the Goods Information of this document.
Quantity:	The number of units of work for each item.
Rate:	The agreed payment per unit of measurement.
Price:	The product of the quantity and the agreed rate for an item, or an agreed amount for an item, the extent of which is described in the Price Schedule but the quantity of work of which is not measured in any units.
- 1.5 Unless otherwise stated, items are measured net in accordance with the specifications, and no allowance has been made in the quantities for waste.
- 1.6 The prices and rates stated for each item in the Price Schedule shall be treated as being fully inclusive of all work, risks, liabilities, obligations, overheads, profit and everything necessary as incurred or required by the Supplier in carrying out or providing that item.
- 1.7 All prices and rates in the Price Schedule exclude VAT, while the total of Prices reflected in the Bid Form and Contract Form include VAT.

2. CHANGE EVENTS

- 2.1 Payment for items in the Price Schedule which are associated with any budgetary allowances, provisional sums and prime costs are dealt with in the same manner as payment for change events, i.e. Supplier's Cost plus the mark-up percentage for overheads and profit **as stated in the Contract Data**.

3. THE TOTAL FINANCIAL OFFER FOR THIS TENDER

- 3.1 The financial offer of this tender is the total price reflected in the Pricing Summary of the Price Schedule and, subsequently, in the Contract Form.

4. MATERIAL CONFLICT WITH CONDITIONS OF CONTRACT

- 4.1 PLEASE NOTE: If anything in this Price Schedule materially contradicts or is in conflict with any stipulation in the GCC and SCC as contained in this contract, the stipulation in the GCC and SCC shall prevail.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Pricing schedule

SCHEDULE C1: Pricing Summary

TOTAL PRICE OFFER FOR THIS CONTRACT

The total price offer, EXCLUSIVE of VAT for all goods and services specified in the Price Schedule, is as follows:

Total Price carried from Price Schedule Table 1: R.....

Total Price carried from Price Schedule Table 2: R.....

Sub-total: Tables 1 and 2 above: R.....

Add VAT at 15% R.....

TOTAL PRICE OFFER : R.....

This total price offer is to be carried over to WCBD1: Bid Form on page 5 of this document.

PLEASE NOTE: The total price offer is based on illustrative quantities which are used for bid comparison and evaluation purposes only, and DOES NOT reflect the actual expenditure envisaged for this contract. Therefore, the total of the Prices in the Price Schedule and bid offer shall revert to "NIL, rates-only" upon award of this contract.

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Pricing schedule

SCHEDULE C2: Price Schedule

The Price Schedule for this contract is as follows:

PRICING TABLE 1: EQUIPMENT (DEVICE) COSTS AND ONCE-OFF RATES

PLEASE NOTE: Pricing for Pricing Table 1 requires that the tenderer's offer be reduced and calculated to a UNIT RATE per vehicle for each category item, in order to facilitate individual selection of each item or component as and when required by Purchaser upon implementation of the contract. This means that the unit rate tendered for all items (except where indicated otherwise) will include the provision of the hardware only with the associated service priced in Table 2.

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	ONCE-OFF PRICE (A)×(B)
1	1a	Basic vehicle tracking equipment (all vehicles)			
	1a(3)-1	Vehicle crash impact sensor	R.....	7300	R.....
	1a(3)-2	Vehicle roll-over sensor	R.....	7300	R.....
	1a(5)-1	Alternative driver identification device (equipment) using fingerprint biometrics.	R.....	6500	R.....
	1a(5)-2	Alternative driver identification device (equipment) using facial recognition technology.	R.....	6500	R.....
2	2a	Specialised/advanced vehicle equipment: GMT and WCMD			
	2a(1)-1	Mobile video recorder, 4-channel.	R.....	700	R.....
	2a(1)-2	Mobile video recorder, 8-channel.	R.....	700	R.....
	2a(2)	Forward- & rear-facing surveillance cameras.	R.....	1000	R.....
	2a(3)	In-cab camera.	R.....	1000	R.....
	2a(4)	Front- and/or rear-facing ANPR/LPR camera, per camera.	R.....	1000	R.....
	2a(5)	Tablet with specialised floor bracket & arm.	R.....	1000	R.....
	2a(6)	Hard drive, minimum capacity 4Tb	R.....	1000	R.....
	2a(7)	WiFi router	R.....	1000	R.....

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	ONCE-OFF PRICE (A)x(B)
	2a(8)	PC with ANPR/LPR software	R.....	1000	R.....
	2a(9)	IR illuminator for front/rear ANPR/LPR cameras, per IR illuminator	R.....	1000	R.....
	2a(10)	Lockable metal strongbox with cooling (fans) to house equipment	R.....	1000	R.....
	2a(11)	Auxiliary deep-cycle battery in box with smart solenoid	R.....	1000	R.....
	2a(12)	Specialised camera and software for driver behaviour monitoring (facial recognition, etc).	R.....	800	R.....
	2a(13)	Lane departure warning system device.	R.....	1000	R.....
	2a(14)	Mobile ANPR/LPR camera (PTZ camera).	R.....	500	R.....
	2a(15)	Vehicle industrial dashcam ("Hikvision AE-DI2032-G40" or similar specification).	R.....	1000	R.....
	2b	Handheld equipment			
	2b(1)-1	Handheld device.	R.....	500	R.....
	2b(1)-2	Rubber boot for handheld device	R.....	500	R.....
	2b(1)-3	Extended battery for handheld device	R.....	500	R.....
	2b(1)-4	Docking station for handheld device	R.....	500	R.....
	2b(2)	Mobile printer with carry bag, charger with power cord printing paper supply.	R.....	500	R.....
	2c	Vehicle services license fees			
	2c(1)	Once-off ANPR/LPR camera license fee	R.....	1000	R.....
5	5a	GoGeorge AFC/ABT Equipment (hardware)			
	5a(1)	Almex Optima electronic ticketing machine	R.....	200	R.....
	5a(2)	Card reader ("OTI reader")	R.....	200	R.....
	5a(3)	Electronic cashier machine	R.....	200	R.....
	5a(4)	Antenna	R.....	200	R.....
	5a(5)	Printer	R.....	200	R.....
	5a(6)	Parts and attached peripherals	R.....	200	R.....
	5b	GoGeorge AFC/ABT validator and driver console hardware/software			
	5b(1)	AFC/ABT validator hardware/software (see item 3.5.1.3 of the specifications)	R.....	133	R.....

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	ONCE-OFF PRICE (A)x(B)
	5b(2)	AFC/ABT driver console hardware/software (see item 3.5.1.4 of the specifications)	R.....	133	R.....
8	8a	IVT Transitioning from the previous to the new contract			
	8a(1)	Once-off full transition cost per vehicle	R.....	7300	R.....
Total of the Prices for Table 1 (excluding VAT)					R.....

PRICING TABLE 2: MONTHLY UNIT RATES

PLEASE NOTE: Pricing for Pricing Table 2 requires that the tenderer's offer be reduced and calculated to a UNIT RATE PER VEHICLE PER MONTH for each category item, in order to facilitate individual selection of each item or component as and when required by Purchaser upon implementation of the contract. This means that the unit rate tendered for most items (except where indicated otherwise) will only include the provision of the service, with the hardware (devices, equipment) sold to the Purchaser and becoming the assets of the Purchaser. For items that include the equipment (devices) in the monthly unit rate, the equipment remains the property of the Supplier and is regarded as leased to the Purchaser for the duration of the contract, with the lease value included in the tendered unit rate.

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE PER MONTH (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	PRICE PER ANNUM (A)x(B)x12
1	1a	Basic vehicle tracking equipment and data service (all vehicles)			
	1a(1)-1	Vehicle tracking equipment & tracking service (SIM cost excluded and priced below).	R.....	5000	R.....
	1a(1)-2	Vehicle tracking service only utilising existing or new OEM installed equipment (SIM cost excluded and priced below).	R.....	3000	R.....
	1a(1)-3	Road speed tracking service (speed zones).	R.....	5000	R.....
	1a(2)	Vehicle anti-theft and recovery device and service	R.....	6000	R.....
	1a(4)	Vehicle "tag" device and service (Vehicle identification service)	R.....	6000	R.....
	1a(5)-1	Driver "tag" device and service (Driver identification service)	R.....	21000	R.....
	1a(5)-2	Alternative driver identification service using fingerprint biometrics.	R.....	6000	R.....
	1a(5)-3	Alternative driver identification service using facial recognition technology.	R.....	6000	R.....
	1a(6)	Tracking panic button and service	R.....	6000	R.....
	1a(7)-1	Dual network capability (SIM card) and management for maximum coverage including data (see item 3.1.2 of the specifications).	R.....	6000	R.....
	1a(7)-2	Optional: Dual network capability (SIM card) and management for maximum coverage including data (see item 3.1.2 of the specifications): Public transport taxi service.	R.....	15 000	R.....
2	2a	GMT Specialised/advanced vehicle service			
	2a(1)-1	Mobile video recorder, 4-channel service	R.....	250	R.....

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE PER MONTH (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	PRICE PER ANNUM (A)x(B)x12
	2a(1)-2	Mobile video recorder, 8-channel service	R.....	250	R.....
	2a(2)	Service for forward- & rear-facing surveillance cameras.	R.....	500	R.....
	2a(3)	In-cab camera service	R.....	500	R.....
	2a(4)	Front- and/or rear-facing ANPR/LPR camera service, per camera.	R.....	500	R.....
	2a(5)	LPR Camera panic button and service	R.....	500	R.....
	2a(6)	Tablet service	R.....	500	R.....
	2a(13)	Driver behaviour monitoring (facial recognition, etc) service	R.....	300	R.....
	2a(14)	Lane departure warning system service.	R.....	500	R.....
	2a(15)	Mobile ANPR/LPR camera (PTZ camera service/license fees)	R.....	500	R.....
	2a(16)	Vehicle industrial dashcam ("Hikvision AE-DI2032-G40" or similar specification) service	R.....	500	R.....
	2b	Handheld equipment service			
	2b(1)	Handheld device service.	R.....	500	R.....
	2b(2)	Mobile printer service	R.....	500	R.....
	2c	Vehicle services license fees			
	2c(2)	Monthly ANPR/LPR camera service license fee	R.....	500	R.....
	2c(3)	Monthly software and support license fee including once-off base station GIS license fee and once-off server base station ANPR/LPR license fee	R.....	500	R.....
3	3a	IVT integration with WCMD systems			
	3a(1)	Vehicle tracking systems integration	R.....	6000	R.....
	3a(2)	Vehicle anti-theft and recovery integration	R.....	6000	R.....
	3a(3)	IVT integration with systems	R.....	6000	R.....
	3a(5)	GABS service integration	R.....	1103	R.....
	3a(6)	GoGeorge service integration	R.....	133	R.....
4	3a(7)	<u>Optional</u> : Vehicle tracking systems integration: Public transport taxi service	R.....	15 000	R.....
	4a	IVT Monitoring and response: (Call Centre bureau service)			
	4a(1)	GMT and WCMD Fleet tracking	R.....	6000	R.....

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE PER MONTH (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	PRICE PER ANNUM (A)x(B)x12
	4a(2)	Vehicle anti-theft and recovery service	R.....	6000	R.....
	4a(3)	GMT VIP tracking	R.....	120	R.....
	4a(4)	Traffic Management service	R.....	500	R.....
	4a(5)	EMS service	R.....	500	R.....
	4a(6)	GABS tracking service	R.....	1103	R.....
	4a(7)	GoGeorge tracking service	R.....	133	R.....
	4a(8)	<u>Optional</u> : Public transport taxi service	R.....	15 000	R.....
5	5c	GoGeorge AFC/ABT software and service			
	5c(1)	Provision and installation of the required software for the operational implementation and management of the AFC/ABT system	R..... (sum per month)	12	R.....
	5c(2)	Operation of 4 existing kiosks comprising: - Electronic ticketing kiosks - Electronic cashier machines - Provision of staff to operate and manage the kiosks	R..... (sum per month, per kiosk)	48	R.....
	5c(3)	Operation of 2 existing mobile kiosks comprising: - Mobile electronic ticketing kiosks - Electronic cashier machines - Provision of staff to operate and manage the mobile kiosks	R..... (sum per month, per mobile kiosk)	24	R.....
	5d	GoGeorge training			
	5d(1)	Provision of training to all drivers, cashier and back-office staff as well as any additional individuals identified by the Department and/or the Municipality	R..... (sum per month)	12	R.....
	5e	Ongoing support and maintenance			
	5e(1)	Provision for replacement as well as spare parts of the ABT/AFC equipment up to 10% of the equipment supplied	R.....	146	R.....
	5e(2)	Provision of regular operational and product maintenance reports, which will be accessible by the Department and the Municipality	R.....	133	R.....

IVT CATEGORY	ITEM	DESCRIPTION	TENDERED UNIT RATE PER VEHICLE PER MONTH (A)	ILLUSTRATIVE QUANTITY (no of vehicles) (B)	PRICE PER ANNUM (A)x(B)x12
	5e(3)	Conduct the required reprogramming of the required software and hardware as and when required for the ABT/AFC system	R.....	133	R.....
6	6a	Insurance and maintenance for all IVT equipment			
	6a(1)	Insurance for all IVT equipment	R.....	7300	R.....
	6a(2)	Repairs and maintenance for all existing and new IVT equipment	R.....	7300	R.....
7	7a	IVT Equipment Asset Register and Asset Management			
	7a(1)	Asset Management Service - Vehicle equipment: Full asset management information service rendered for existing and new IVT installations in vehicles for the duration of the contract, reduced to a monthly cost per vehicle.	R.....	7300	R.....
	7a(2)	Asset Management Service - Personal equipment: Full asset management service rendered for existing and new personal IVT equipment for the duration of the contract, reduced to a monthly cost per person.	R.....	660	R.....
Total of the Prices for Table 2 (excluding VAT)					R.....

IMPORTANT: Please note the following:

1. Ensure that the fully priced Price Schedule is returned with your bid submission. Failure to do so will invalidate your tender.
2. Ensure that the pricing totals in the Price Schedule are carried as appropriate to the Pricing Summary on page 77 of this document, and the total of the Prices from there to the Bid Form on page 5 of this document. Failure to do so will invalidate your tender.
3. Please check the SCC for the requirements pertaining to submission of the priced document, and ensure that you comply with the stipulations thereof. Failure to comply will invalidate your tender.
4. All information given in the Scope of Goods and Services must be taken into account for pricing. Unrealistic pricing in terms of the envisaged supply will render your tender high-risk, and therefore ineligible for award.
5. All items in the Price Schedule are to be priced EXCLUSIVE of VAT.
6. **IMPORTANT:** ALL items in the Price Schedule must be priced, but where items in the Price Schedule cannot be separated into the breakdown as per the Pricing Schedule, tenderers can combine the rates offered but must clearly indicate where omitted pricing items have been included in other items. Non-priced items without an indication of where they have been included in other items, may render your bid invalid.
7. **PLEASE NOTE:** Where items in the Price Schedule (Tables 1 and 2) are marked "Optional", it means that the service for those items are not necessarily required at the time of tender/award, however provision is made in this bid to obtain pricing for same, should it be required during execution of this contract. **Therefore, bidders MUST price all optional items as part of their submission.** Bidders are advised to provide pricing for these optional items independently and without due influence on the rest of the items in terms of economies of scale, and not to assume that the optional items will necessarily materialise in this contract.
8. If the Prices in the Price Schedule are based on illustrative quantities of goods and services and not on pre-determined and known physical quantities at the time of tender, it means that the objective of the pricing structure is to obtain unit rates for the goods/services instead of final calculated Prices for the tender as a whole. Therefore, the total of the Prices in the Price Schedule and bid offer shall revert to "NIL, rates-only" upon award of this contract.

AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE
--

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

PART D: Scope of Goods and Services	
Preamble to Scope of Goods and Services	Page 87
1. Description of the Goods and Services	Page 88
2. List of drawings, schematics & annexures	Page 98
3. Specifications, standards & workmanship	Page 99
4. Constraints and additional conditions for delivering the service	Page 136
5. Schedules & forms	
Schedule D1:Contract Information required from Supplier	Page 146
Schedule D2: Amendments by Supplier	Page 148
Schedule D3: Supplier's schedule of subcontractors	Page 149
Pro Forma Purchase Order	Page 150

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

Preamble to Scope of Goods and Services

Two (2) separate IVT service domains for WCMD and GMT

This contract makes provision two separate IVT service domains, each utilised individually by two components within the WC Mobility Department, viz.

- GMT Fleet Services/Operations; and
- WCMD Public Transport Operations.

For more details see item 1.2 in the Scope of Goods and Services.

Material conflict with the GCC and SCC

PLEASE NOTE: If anything in the Scope of Goods and Services materially contradicts or is in conflict with any stipulation in the conditions of contract as contained in the GCC and SCC, the stipulation in the GCC and SCC shall prevail.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

1. Description of the Goods and Services

1.1 List of abbreviations and terms used in this document

The following terms and abbreviations are used throughout this scope and specification, and have the meanings as described below unless specifically stated otherwise in context:

2D/3D:	A two-dimensional (2D) object is an object that only has two dimensions, such as a length and a width, and no thickness or height. A three-dimensional (3D) object is an object with three dimensions: a length, a width, and a height.
3G/4G/5G	Mobile communications standards that allow mobile phones, computers, and other portable electronic devices to access the Internet. The difference between 3G, 4G, and 5G lies primarily in the data transfer rate. When connected to 5G, typical download speeds are 10Mbps up to the speed cap of 250Mbps, while when connected to 4G typical download speeds are 5Mbps to 180Mbps. Upload speeds on 4G and 5G will typically be 1 to 40Mbps. On 3G, typical download speeds are 1.1 to 20Mbps and typical upload speeds are 300kbps to 3Mbps.
ABT	ABT means the Account-Based Ticketing fare management system complying with the requirements stipulated by the National Department of Transport which will replace the existing AFC system.
Acceptance	Acceptance means the formal acceptance as evidenced by a Certificate of Completion issued and signed by the Department of the commissioned equipment at a Site at the satisfactory conclusion of the installation, provisioning and integration Department
AFC	AFC means Automated Fare Collection system developed for the George Integrated Public Transport Network (GIPTN).
Agreement	shall mean this Term Service contract, together comprising the GCC, SCC and any other annexures hereto, and "this Agreement" shall have a corresponding meaning.
ANPR/LPR	ANPR (Automatic Number Plate Recognition) / LPR (License Plate Recognition) is a technology that reads and understands license plates on vehicles. ANPR/LPR is used by traffic/police forces around South Africa for law enforcement purposes, including checking if a vehicle is registered or licensed, or is listed as a "vehicle of interest" due to past transgressions such as suspected involvement in acts of crime.
API	APIs are mechanisms that enable two software components to communicate with each other using a set of definitions and protocols.
APP Server	Application Server. The difference between Web- and Application servers is that Web servers deliver static content, like HTML pages, images, videos, and files. Application servers deliver dynamic content, like real-time updates, personalised information, and customer support.
ASOD	Average Speed Over Distance (ASOD) cameras are an increasingly popular form of traffic enforcement that has a proven record of reducing vehicle accidents. The ASOD system calculates the average speed of a vehicle from the time it passes a first camera until it passes a second camera.
Authorised Representative	means a person assigned by each Party to fulfil the role of the Party's authorised representative under this Agreement from time to time, one person each for WCMD Public Transport Operations and GMT Fleet Operations. On the Supplier's side, it can be a single or two individuals as required by the Supplier.

AVL	Automated vehicle locating (AVL) enables fleet operators to locate and track the movements of their fleets in real time, using onboard sensors and cellular or satellite links that can capture and communicate GPS coordinates.
Best Industry Practice	means the exercise of that degree skills, diligence, prudence and foresight which would reasonably and ordinarily be expected from time to time from a person skilled and experienced in IVT, vehicle tracking, AFC or Integrated Fare Management installation and management.
Business Day	means any day other than a Saturday, Sunday or statutory public holiday in Republic of South Africa.
Calendar Day	means any day of the week and includes weekends and statutory public holidays in the Republic of South Africa.
Calendar Month	means the period of time that begins on the 1 st (first) Calendar Day of any given month and shall consist of the number of Calendar Days in such month, ending on the last Calendar Day of the same month
CDB/CLE	Common Data Base/Common Logic Engine means a file or collection of information created by an automated data processing system that enables authorised users to have common access to the file/information regardless of physical location.
Certificate of Completion	means a document issued and signed by the Department that acknowledges and constitutes Acceptances
CIF	Common Intermediate Format, refers to image resolution. CIF images or videos are 176 pixels wide and 144 pixels tall (176 x 144 pixels), a much lower resolution than HD (see below).
Deliverable	means documentary evidence, whether written or electronic, that the work done to achieve a milestone has been performed, including Certificates of Completion, project plans, implementation plans, evaluations, gap analyses, business requirements documents, proposals, test results or any other documentation that provides evidence that the particular service has been satisfactorily completed or provided.
Documentation	means any documentation relating to the service, including warranty cards, warranty certificates, warranty terms and conditions, project plans, functional specifications, technical specifications, design and templates, technical manuals, training manuals, user manuals, flow diagrams, file descriptions, installation specifications and plans, and other information that describes the function and use, or is reasonably required for the efficient use, of any service, including descriptions of the configuration of hardware required to use such services, whether written or electronic.
Emergency Repairs	means the urgent repair of the equipment that are either damaged or not operating optimally, sufficient to restore service as quickly as possible after an incident.
eNforce	A technology suite integrated with existing law enforcement technology including inter alia handheld devices used by traffic officers. IVT services to the eNforce system are critical for law enforcement operations as they provide real-time visibility on licensed vehicles and drivers for traffic officers on duty.
Equipment	means all goods and services as described in the Scope of Goods and Services for the service to be rendered in terms of IVT, vehicle tracking and related services, AFC/ABT including everything installed in all vehicles under this contract, including the AFC Equipment, which will be installed on the vehicles used for the GIPTN.
GABS	Golden Arrow Bus Service.
GIPTN	GIPTN means the George Integrated Public Transport Network, (GoGeorge bus service) implemented by the George Municipality with support from the WC Mobility Department as provided for in an Intergovernmental Agreement concluded between various parties. In all, the GIPTN is the result of a partnership between the George Municipality and the Western Cape Government, the National Department of Transport and local taxi- and bus operators from the George area.
GIS	Geographic Information System, the geographic database for GPS applications.

GoFin	GMT financial system (Government Financial System).
GoGeorge	Trading name of the George Integrated Public Transport Network (GIPTN).
GPS	The Global Positioning System (GPS) is a U.S. government navigation system that currently consists of at least 24 operational satellites. It provides location and time information in all weather conditions, anywhere on or near the Earth where there is an unobstructed line of sight to four or more GPS satellites.
GSM	The Global System for Mobile Communications (GSM) is a standard developed by the European Telecommunications Standards Institute (ETSI) to describe the protocols for second-generation (2G) digital cellular networks used by mobile devices such as mobile phones and tablets. GSM is also a trade mark owned by the GSM Association.
HD	High Definition (or HD) refers to video that is of higher resolution and quality than standard-definition video (SD). The definition of video, in general, refers to the number of pixels in a given display. While SD typically has a resolution of 720x480 pixels, HD offers resolutions ranging from 1280x720 pixels (720p) to 1920x1080 pixels (1080p). This means HD provides a more detailed and clearer image compared to SD.
Intellectual Property	means all computer programmes, software, source code, object code, programmer interfaces, specifications, operating instructions, compilations, lists, databases, systems, operations, processes, methodologies, technologies, algorithms, techniques, methods, designs, circuit layouts and mask-works, plans, reports, data, works protected under the Copyright Act of 1978, works of authorship, video recordings, audio recordings, photographs, models, samples, substances, trade secrets, formulae know-how; show-how confidential information, concepts and ideas of any nature (including of a technical, scientific, engineering, commercial, strategic, financial, marketing or organisational nature), inventions, discoveries, drawings, notes, manuals, documentation, training materials, job aids, trademarks, service marks, logos, slogans, corporate, business and trade names, domain names, trade dress, brand names and other indicia of origin, regardless of whether Intellectual Property Rights actually exist in any such items, and any other tangible or intangible items in which Intellectual Property Rights may exist, and include all Intellectual Property Rights in any of the foregoing.
Intellectual Property Rights	means all intellectual property rights of whatever nature, including (i) all patents and other patent rights, including divisional and continuation patents, utility modes; (ii) rights in and to inventions, whether patentable or not; (iii) rights in trademarks, service marks, logos, slogans, corporate, business and trade names, trade dress, brand names and other indicia of origin; (iv) rights to design, topography rights, rights in circuit layouts and mask-works; (v) copyright, including all copyright in and to computer programs; (vi) rights in internet domain names, reservations for internet domain names, uniform resource locators and corresponding internet sites; (vii) rights in databases and data collections; and (viii) know-how, show-how, trade secrets and confidential information, in each case whether or not registered and including applications, continuations in part or per division, renewal and re-issuance, continuations, continuations in part or per division of, any of these and the right to apply for any of the foregoing, all claims for past infringements, and all rights or forms of protection of a similar nature or having equivalent or similar effect to any of these which may subsist anywhere in the world.
IR Camera	Infrared camera. In the case of a normal camera, a light source is required for image production, but an infrared camera does not require a light source because it detects infrared rays emitted by an object, enabling recording video/still images in the dark from objects with a heat signature such as humans/animals and vehicles.
IP	IP stands for "Internet Protocol," which is the set of rules governing the format of data sent via the Internet or local network.

ITH	The Integrated Transport Hub brings together a number of technologies to enable provincial traffic law enforcement to be more efficient and effective. For example, as a vehicle passes an ASOD camera, the ANPR system retrieves information about the vehicle from eNatis (Electronic National Administration Traffic Information System) and other databases, such as current registration, vehicle roadworthiness or other information making it a "vehicle of interest".
ITS	Intelligent Transport Solution.
IVT	In-vehicle Technology, solutions for both owned and non-owned vehicles in the public transport space. Refers to systems (hardware, software and data) used by GMT and its clients for fleet- and traffic management, emergency medical services as well as public transport operators. The IVT solution is hosted within a Virtual Data Centre (VDC) at the State Information Technology Agency's (SITA) Shared Services Centre, meaning that the system is both accessible and secure for use by Government.
Routine Maintenance	means preventative and corrective maintenance work undertaken on a planned basis on the Equipment, so as to maintain its optimal performance and maximise its availability.
Services	means all the deliverables in terms of IVT, vehicle tracking, the AFC/ABT system services and everything else as described in the Scope of Goods and Services in this document.
Site	means the vehicle depot/s utilised by GMT and WCMD including the vehicle depot/s in George for the GIPTN or any site identified by GMT, WCMD and/or a Municipality if so involved.
SNMP:	Simple Network Management Protocol (SNMP) is an internet standard protocol used to monitor and manage network devices connected over an IP. SNMP is used for communication between routers, switches, firewalls, load balancers, servers, CCTV cameras, and wireless devices.
SSL	SSL, or Secure Sockets Layer, is an encryption-based Internet security protocol. It was first developed in 1995 for the purpose of ensuring privacy, authentication, and data integrity in Internet communications. SSL is the predecessor to the modern TLS encryption used today.
TCP/IP	TCP/IP stands for Transmission Control Protocol/Internet Protocol. TCP/IP is a set of standardized rules that allow computers to communicate on a network such as the internet.
UTMC	Urban Traffic Management Control (UTMC) systems are designed to allow the different applications used within modern traffic management systems to communicate and share information with each other. This allows previously disparate data from multiple sources such as ANPR/LPR cameras, car parks, traffic signals, air quality monitoring stations and meteorological data, to be amalgamated into a central console or database. The idea behind UTMC is to maximise road network potential to create a more robust and intelligent system that can be used to meet current and future management requirements.
WiFi	Wi-Fi is a wireless networking technology that uses radio waves to provide wireless high-speed Internet access. Wi-Fi is a trademarked phrase that refers to IEEE 802.11x standards.
WCMD Systems	means the software platforms developed by WCMD including GMT which receive the real-time data to provide the various functionalities enabled by this IVT service. These systems include inter alia: • ITH; • ITS; • eNforce; • Fleetman; • GoFin; • GoGeorge; • GABS;
XML	Extensible Markup Language (XML) is a software- and hardware-independent tool for storing and transporting data. XML facilitates definition and storing of data in a shareable manner. XML supports information exchange between computer systems

such as websites, databases, and third-party applications, irrespective of the software/hardware platforms involved.

Other abbreviations or terms have their usual or general meanings in context.

1.2 **WCMD and GMT's IVT services domains**

WCMD's Transport Operations Chief Directorate and GMT's Fleet Services Directorate provide vehicle tracking and camera solutions for clients which are based in the Western Cape as well as countrywide, and which can be grouped into the following client domains for a total of 8500 vehicles, owned and non-owned:

GMT Fleet Services IVT service domains

- The GMT-managed client fleet for owned and non-owned vehicles (6000 vehicles);
- Specialised vehicles (traffic, EMS, forensic pathology services and Healthnet) (1000 vehicles);

WCMD Public Transport Operations IVT service domains

- Public transport management fleet solutions for owned and non-owned vehicles (1500 vehicles).

Details of the current GMT vehicle fleet are shown in Annexures A and B, contained in the Appendix of this document. The numbers reflect the fleet size and status at the time of preparation of this contract procurement, and may vary (increase or decrease) during the contract term. GMT therefore cannot guarantee the contracted fleet size as shown in Annexure A. GMT reserves the right to adjust and/or amend the contracted fleet size. The GMT fleet volumes per location/town as per Annexure B are not guaranteed either, and can change from time to time in accordance with service delivery requirements.

Details of the WCMD Transport Operations' IVT-managed vehicles are shown in Annexure C. This list excludes public transport taxi vehicles, and can also change from time to time in accordance with service delivery requirements.

IMPORTANT: The renewal (continuation) of the IVT service via this procurement process has as main objective the provision of hardware combined with the real-time interface and provision of data to enable the functionality of the various WCMD Systems, developed and established as customised in-house platforms.

1.3 **The GMT-managed client fleet**

GMT manages a fleet of in excess of 6000 vehicles utilised by Provincial and National client institutions, Judges, MEC's, etc. The GMT fleet are decentralised and spread across the Western Cape Province, with some VIP vehicles operating in other provinces.

1.4 **IVT for specialised vehicles**

The Western Cape Mobility Department in its Provincial Traffic Management entered into collaboration on instituting and implementing ANPR/LPR as a tool to enhance traffic management a number of years ago. The purpose of the collaboration was (and still is) to exchange experience and assist one another in appropriate areas. Pilot projects and use have proved the ANPR/LPR to be a useful aid in the monitoring work by law enforcement agencies in their capacity as controllers. Further cooperation has been shown to be advantageous with respect to both current and future needs and developments, in order to strengthen the surveillance authorities in the face of a growing national vehicle fleet and increased cross-border traffic, and in order to be able to deal with the steadily increasing professional criminality. The aim has always been to achieve a mutual overarching goal of a safer society.

The law enforcement agencies and key governmental stakeholders (Provincial Traffic Management and other law enforcement agencies) have joined forces to procure new ANPR/LPR equipment because these authorities share this common objective, despite the differences in their requirements and fields of activity.

After using ANPR/LPR technology the Department has concluded that the effect thereof has been positive in a number of areas, inter alia:

- Traffic safety improved on and along the key Provincial Routes;

- Monitoring and the use of this technology enabled a process whereby vehicles that do not meet the requirements for travelling on the roads to be identified and removed from the roads;
- Monitoring and the use of this technology facilitated a process to allow and encourage those who legally use the roads to follow and maintain safe road use behaviour;
- Socially positive effect through the creation of public awareness of real-time monitoring and a subsequent perception by motorists of an increase of the risk of being checked and identified when transgressing;
- Provincial and Municipal Traffic benefits through a substantial improvement in the intelligent and tactical utilisation of the resources represented by its respective bodies.

Other configurations of IVT equipment and systems can be found in other categories of vehicles such as EMS vehicles, ambulances and other specialised installations in vehicles which differ from that in Traffic Management vehicles. These are identified and explained in subsequent parts of this Scope of Goods and Services below.

1.5 Vehicle tracking and control

As part of the evolutionary fleet management solution for the Western Cape, GMT initiated the fitment and management of a vehicle tracking solution for fleet management purposes. As time progressed and the overlap in data usage and data generation was encountered, **it became clear that the vehicle tracking systems were an integral part of future IVT requirements as a whole. Therefore, when referencing the term "IVT" it means any and all of the components as listed in this specification.**

Vehicle tracking systems share certain data with other IVT applications, logically requiring a seamless and uniform approach to the implementation of all digital solutions selected for GMT vehicles.

The installed vehicle tracking systems were to be geared to be able to monitor and alert inter alia the following activities of a vehicle:

- Revving and overheating of engines
- Set speed limits and over speeding
- Panic Button
- Star Bar activity and Sirens on status
- Leaving a predefined route/area
- Monitor vehicle status on/off
- Monitor battery disconnection
- Monitor harsh braking
- Monitor harsh cornering
- Identify unauthorized vehicle movement while switched off
- Monitor odometer reading of vehicle
- Monitor impact / collision of vehicle

From the above requirements it can be clearly seen that there is a significant overlap in terms of vehicle management and control when looking at other IVT elements, which serves as a further confirmation to regard vehicle tracking as an integral part of IVT as a whole, and to include it as part and parcel of IVT in general.

The vehicle tracking system was procured as a complete solution comprising hardware, software and the monitoring service for a management fee where the equipment was not purchased by the client, but remained the property of the Supplier. This is different in comparison with other IVT equipment, where the hardware/software was purchased and owned by the client to date.

Included in the current vehicle tracking contract is:

- A vehicle Identification Device (Tag);
- A driver identification Device (Tag);
- Installation, de-installation and maintenance of equipment;
- Reporting capability of the system, at a minimum including the following:

- Detailed movement report of vehicles 24/7
- Installation / de-installation / maintenance
- Accurate distance travelled
- Over speeding
- Harsh braking
- Harsh acceleration
- Excessive idling
- Under-utilised vehicles (Vehicles travelling less than 1000km per month and/or are used for 10 days or less per month)
- Geographical mapping (service providers)
- Health checks
- Report predefined locations odometer distance and status data
- Over revving
- Driver profiling (monitor driver behaviour)
- Crash impact identification
- Vehicle movement while switched off (towed / stolen)
- Automatic identification of vehicle leaving a predefined route and / or area
- Report set speed limits, over speeding
- Battery disconnection
- Report star bar activity and sirens on status
- Sars tax log book (VIP vehicles only)
- A Call Centre, with sufficient staff to monitor vehicles, to perform health checks on vehicles, to contact the relevant GMT vehicle users/clients, to do follow-ups by emails and telephonically when vehicles are not reporting and to supply tracking reports to GMT when requested;
- Systems integration;
- Training, and
- Making provision for transitioning to other hardware/software at the conclusion of the contract in a seamless fashion and without disruption to the service in any way.

1.6 Grouping of vehicles into logical vehicle groupings

In terms of IVT installation, -management and monitoring, it makes sense to logically group the fleet into vehicle groupings, each requiring its own complement of IVT equipment/services. Furthermore, it makes logical sense to also group IVT components into IVT categories, whereby certain components may be common to all or some vehicle groupings, while others will be specialised to cater for very specific needs and circumstances. Defining the IVT requirements/categories in this fashion enables a clearly defined and easily understood scope of goods/service, supported by a streamlined and logical pricing document.

The following example vehicle groupings follow the breakdown as per 1.2 above:

1.6.1 The GMT-managed client fleet for owned and non-owned vehicles

- General purpose GMT vehicles, issued to WC Client Departments/entities for general motor transport needs;

1.6.2 Specialised vehicles

- Traffic Management patrol vehicles for traffic control and law enforcement;
- Random breath testing vehicles (part of Traffic Management law enforcement);

- Mobile Roadworthy trucks;
- EMS Ambulances
- EMS Rescue/recovery vehicles
- EMS Drone vehicles
- HealthNet Patient Transporter vehicles
- Mobile Clinic vehicles
- Forensic Pathology Service vehicles (mortuary vehicles)

1.6.3 WCMD Public transport management solutions for owned and non-owned vehicles

- Golden Arrow Bus Service (GABS)(vehicles not owned, mobility solutions only);
- The GoGeorge Bus Service (vehicles not owned, mobility solutions only).
- Optional additional application: Public transport taxi service (vehicles not owned, mobility solutions only).

1.7 Grouping of IVT equipment and services into logical IVT categories

In order to facilitate a clear description of, and compiling an appropriate pricing schedule for, this procurement, it makes sense to devise a logical categorisation of IVT equipment and services. The IVT categories are as follows:

Table 1.7.1: WCMD/GMT IVT Categories

IVT Category	Item	Description
1	1a	Basic vehicle tracking equipment and service (all vehicles)
	1a(1)	Vehicle tracking unit & tracking service (GPS-based, speed-by-speed zone).
	1a(2)	Vehicle anti-theft and recovery unit and service (BEAME or similar).
	1a(3)	Vehicle impact & roll-over sensor and service (accelerometer).
	1a(4)	Vehicle "tag" and service (Vehicle identification service).
	1a(5)	Driver "tag" and service (Driver identification service).
	1a(6)	Tracking panic button and service.
	1a(7)	SIM card supply and management (dual network for maximum coverage).
2	2a	Specialised/advanced vehicle equipment
	2a(1)	Mobile video recorder (4-channel or 8-channel).
	2a(2)	Forward- & rear-facing surveillance cameras.
	2a(3)	In-cab camera.
	2a(4)	Front- and/or rear-facing ANPR/LPR camera.
	2a(5)	LPR Camera panic button and service.
	2a(6)	Tablet with specialised floor bracket & arm.
	2a(7)	Hard drive.
	2a(8)	WiFi router.
	2a(9)	PC with ANPR/LPR software.
	2a(10)	IR illuminator for front/rear ANPR/LPR cameras.
	2a(11)	Lockable metal strongbox with cooling (fans) to house equipment.

IVT Category	Item	Description
	2a(12)	Auxiliary deep-cycle battery in box with smart solenoid.
	2a(13)	Specialised camera and software for driver behaviour monitoring (facial recognition, etc).
	2a(14)	Lane departure warning system (device and service).
	2a(15)	Mobile ANPR/LPR camera (PTZ camera and service/license fees).
	2a(16)	Vehicle industrial dashcam ("Hikvision AE-DI2032-G40" or similar specification).
	2b	Handheld equipment and service
	2b(1)	Handheld device with rubber boot (casing), extended battery and docking station with power cord.
	2b(2)	Mobile printer with carry bag, charger with power cord and printing paper supply.
	2c	Vehicle services license fees
	2c(1)	Once-off ANPR/LPR camera license fee.
	2c(2)	Monthly ANPR/LPR camera service license fee.
	2c(3)	Monthly software maintenance and support service fee including: - Once-off Server Base Station GIS Base Licence fee; - Once-off Server Base Station ANPR/LPR license fee.
3	3a	IVT integration with WCMD systems
	3a(1)	Vehicle tracking systems integration.
	3a(2)	Vehicle anti-theft and recovery integration.
	3a(3)	IVT integration with systems.
	3a(4)	EMS management integration (not included in this contract).
	3a(5)	GABS service integration.
	3a(6)	GoGeorge service integration.
	3a(7)	<u>Optional</u> : Public transport taxi service integration.
4	4a	IVT Monitoring and response: (Call Centre bureau service)
	4a(1)	GMT and WCMD Fleet tracking.
	4a(2)	Vehicle anti-theft and recovery service.
	4a(3)	GMT VIP tracking.
	4a(4)	Traffic Management service.
	4a(5)	EMS service.
	4a(6)	GABS tracking service.
	4a(7)	GoGeorge tracking service.
	4a(8)	<u>Optional</u> : Public transport taxi service.
5	5a	Automated fare collection (AFC) system: Hardware
	5a(1)	Almex Optima 'Electronic Ticketing Machine'.
	5a(2)	OTI Readers (card reader).
	5a(3)	Electronic cashier machines.
	5a(4)	Antennas.
	5a(5)	Printers.

IVT Category	Item	Description
	5a(6)	Parts and attached peripherals.
	5b	AFC/ABT Validator and Driver Console hardware/software
	5b(1)	AFC/ABT Validator hardware/software.
	5b(2)	AFC/ABT Driver console hardware/software.
	5c	AFC/ABT Software and service
	5c(1)	Provision and installation of the required software required for the operational implementation of the ABT/AFC system.
	5c(2)	Operation of four (4) existing kiosks comprising: • Electronic Ticketing Kiosks; • Electronic cashier machines; • Provision of staff to operate and manage the kiosks.
	5c(3)	Operation of mobile kiosks comprising: • 2x VW Crafter Panel Vans under 3,6 Ton; • Mobile electronic ticketing kiosks; • Electronic cashier machines; • Provision of staff to operate and manage the mobile kiosks.
	5d	Training
	5d(1)	Provision of training to all drivers, cashier and back-office staff as well as any additional individuals identified by the Department and/or the Municipality.
	5e	Ongoing support and maintenance
	5e(1)	Provision for replacement as well as spare parts of the ABT/AFC equipment up to 10% of the equipment supplied.
	5e(2)	Provision of regular operational and product maintenance reports, which will be accessible by the Department and the Municipality.
	5e(3)	Conduct the required reprogramming of the required software and hardware as and when required for the ABT/AFC system.
6	6a	Insurances and maintenance for all IVT equipment
	6a(1)	Insurances for all installed IVT equipment.
	6a(2)	Repairs and maintenance on all existing installed IVT equipment.
7	7a	IVT Equipment Asset Register and Asset Management
	7a(1)	IVT equipment asset management per vehicle.
	7a(2)	IVT personal equipment asset management per person.
8	8a	IVT Transitioning from the previous to the new contract
	8a(1)	Transition of vehicles/assets to the new Supplier

Detailed IVT specification follows in section 3 of this Scope of Goods and Services.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

2. List of drawings, schematics & annexures

The Goods and Services are to be provided in accordance with the following design drawings, schematic representations and annexures which form part of this contract. The list below indicates which items are included in the Appendix to this document, and which are issued separately due to size or other considerations. It is the responsibility of tenderers to ensure they have obtained and considered all the listed items for preparing their bid, which is the assumption when tenders are evaluated.

Identification	Size	Description	Included in Appendix
Annexure A	A4	Fleet Management Profile per Vehicle Type and Engine Capacity	Yes
Annexure B	A4	Fleet Management Profile per Location/Town	Yes
Annexure C	A4	GoGeorge and Golden Arrow bus service (GABS) vehicle list	Yes
Annexure D	A4	Almex and related AFC Specification	Yes
Annexure E	A4	Business rules & policies: AFC	Yes
Annexure F	A4	GoGeorge ABT Business Requirements	Yes
Annexure G	A4	Container specification: Kiosks	Yes
Annexure H1	A4	IVT Asset Management Pro Forma Addition Form	Yes
Annexure H2	A4	IVT Asset Management Pro Forma Movement Form	Yes
Annexure H3	A4	IVT Asset Management Pro Forma Disposal Form	Yes
Annexure H4	A4	IVT Asset Management Pro Forma Asset Stock Count Form	Yes
Annexure H5	A4	IVT Asset Management Pro Forma Asset Register	Yes

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

3. Specifications, standards and workmanship

The Goods and Services are to be provided subject to these specifications and standards requirements. Please note that compliance with all these specifications and standards, including requirements in terms of qualifications, accreditation (where applicable) and work experience of both the tendering entity and its key people will be material in the Purchaser's risk assessment for awarding this contract.

Standard Specifications

Where reference is made to the standard specifications in this contract, it means the latest edition of the documents which apply to the specific discipline involved in the supply, as referenced under any of the headings below. The standard specifications may, due to their generality and completeness, also cover items not applicable to this particular contract.

Project specifications

Project specifications include amendments to the standard specifications as well as supplemental specifications applicable to work items not covered by the standard specifications. Project specifications, where applicable, may be found throughout the Scope of Goods and Services of this document, including drawings if applicable. The Price Schedule may also contain references to standard specifications as well as project specifications, for clarification in terms of pricing for certain items, where applicable.

In the event of any discrepancy between the project specifications and a part of the standard specifications found in the Scope of Goods and Services of this document, the project specifications take precedence.

Capability of the Supplier (general requirements)

Minimum requirements for work experience, qualifications and accreditation (where applicable) as well as minimum personnel are as stated in this specification. The tenderer must supply the relevant information in regard to accreditations, qualifications and work experience for both the enterprise and key people who will be working on this contract on the appropriate returnable schedule in the Scope of Goods and Services, if applicable.

To effectively embrace the operational and financial management requirements the Supplier shall have a fully operational IVT services section and electronic systems in operation, deployable within a period as agreed to between the Parties after award of the contract, to render the services as specified below. The new service provider will continue the service with existing IVT installations and embark on a process to fit the GMT fleet, specialised vehicles and public transport vehicles with the new service provider's equipment within a period as agreed to after award of the contract where required. A detailed project plan and programme to this effect will be required within one month of award of the contract.

The Supplier will be required to have a mobile presence at GMT and other facilities on an as-required basis during the contract period. Although the GMT Head Office is based in Maitland, GMT is currently establishing regional hubs in other regions. Therefore, it's not guaranteed that the only onsite premises will be Maitland, and can change during the contract term due to service delivery requirements.

3.1 IVT Category 1 Specification: Vehicle tracking for GMT Fleet Services and WCMD Transport Operations

3.1.1 Scope

The Supplier must supply a vehicle tracking and control system which will include all hardware and software required to comply with these tender specifications to monitor all GMT vehicles for a period of 3/5 years. The Supplier must display professional skills to execute the requirements of the Tender.

Please note: The bidder is obliged under this tender to provide ALL the listed equipment and services, no omissions allowed. Failure to do same will invalidate the tender.

3.1.2 Vehicle Tracking Units: Device Requirements

The device must use GPS technology for locating vehicles. This information must be available in real time 24/7 365 days a year. The device must be able to be remotely disabled via the Call Centre. The device must always be active irrespective of whether the vehicle is switched on or off. The system must be able to identify the vehicle against a driver identification device. The device must be able to record private and business km, the SARS tax logbook must generate SARS compliant logbooks that can be retrieved and submitted for travel claims. The tracking device must be fitted with a G sensor which when triggered because of excesses Forces due to an accident, will send an alert to the control centre. The tracking device must be able to remotely activate a vehicle start prevention feature.

The device must be able to monitor and alert inter alia the following activities of a vehicle:

- Identify the GMT vehicle or asset based on its number plate, call sign or similar identification mark
- Location
- Date and time
- Status of the GMT motorised asset (i.e. moving, standing still, not communicating)
- Identify the driver/operator of the GMT vehicle
- Over-revving and overheating of engines
- Speed of the GMT motorised asset. Set speed limits and over speeding
- Panic Button alert
- Leaving predefined route
- Monitor vehicle status on/off
- Monitor battery disconnection
- Identify unauthorized movement when vehicle is switched off
- Monitor odometer reading of vehicle
- Monitor impact/collision/roll-over of vehicle
- Crash impact detection
- Excessive idling
- Harsh braking and acceleration (with display of actual speed)
- Monitor Emergency vehicles Star bar activity and Sirens on status
- Vehicles entering no-go zones
- Vehicles deviating from pre-approved work schedules
- Unknown driver using vehicle

The following are inter alia further requirements for the vehicle tracking units:

- The unit fitted to the GMT motorised or non-motorised assets must incorporate a Global Positioning System with accuracy within current industry norms;
- Ability to provide the real-time data, integrated into WCMD systems to display the position of a vehicle which is either moving or stationary on detailed maps for the entire fleet, within the current industry norms in terms of accuracy;
- Automated downloading from the unit fitted to the GMT motorised or non-motorised assets via GPRS or GSM;
- The unit and system must be capable of using SMS for communication in the event of the GPRS communication failure;
- Unit must be of a small size that will fit in any of GMT's vehicle types as listed in Annexure A;
- Unit must be installed with no visible sign of its position;
- Unit must be robust, splash proof and able to perform in severe off-road conditions;
- The unit must be installed without any interference to the vehicle's wiring or electrical system except for a connection to the vehicle's battery and ignition;
- All wiring must be in line with automotive standards (Retail Motor Industry) and be protected by heat resistant sleeves;
- Unit must be protected against reverse polarity;
- Unit must not lose any data when disconnected from the vehicle's battery;
- Current demand in sleep mode must be sufficiently low to facilitate the maximum standby time;
- The unit should incorporate self-diagnostic capabilities (i.e. tampering, low battery);
- Unit must be equipped with its own backup battery in order to retain data in the event of power being disconnected in order for tracking to continue. The unit's battery allowance must be of capacity not less than the current industry standard in terms of transmission;
- The backup battery must automatically recharge from the vehicle battery before losing its power;
- The backup battery must have a life expectancy within the norms of the current industry. The cost of replacing the unit's battery during the contract period will be included in the monthly service rate of the successful Supplier;
- The unit on the vehicle must have sufficient capacity to store a period of data in alignment with the current industry norms;
- Downloading data via GPRS and GSM from mobile units must be active at all times (also see the section on health check management and sim card management);
- Any parameter changes and or upgrades to unit's software must be able to be done remotely by the Supplier without the need for work to be done to each and every vehicle physically;
- It should be possible to adjust the AVL time interval between each positional recording. This must be in real time for specialised vehicles, with longer periods for all other general vehicles ranging between 2 and 10 seconds, depending on operational requirements. It is suggested that the Supplier must make provision for a data package of between 500Mb up to 1 Gb per SIM card per month. To maximise economies of scale, it is suggested that the Supplier purchases a bulk data package for utilisation across all SIM cards, so as not to be limited/constrained by individual data allocation per SIM card;
- The unit needs to be able to report on the vehicles GPS road speed, per speed zone;
- The GMT vehicle must be fitted with an over speeding buzzer to warn driver of speed and engine (rpm) infringements and must be able to be adjusted to suit specific requirements;
- The basic option for driver identification is that vehicles must be fitted with a driver identification tag slot. The location of the latter must be in accordance with an agreed vehicle profile as not to invalidate OEM warranties, motor plans and service plans or negatively impact the installation of other IVT or related equipment. Alternative options

for driver identification include biometrics (fingerprint readers, facial recognition systems). Bidders will be required to price for the basic option only, and pricing and implementation of the alternatives will be handled as a change event in the contract, as and when needed;

- Vehicles must be fitted with a panic button, linked to the vehicle anti-theft and recovery device. Following the panic button activation by a driver, the location of the vehicle must be relayed directly to the Supplier's 24/7 Call Centre;
- Ability to immobilize the vehicle at a location when standing still;
- Ability to immobilize the vehicle while driving in emergency situations (i.e. hijacking or theft).

Please note: Provision is also made in this contract for tracking devices pre-installed by OEM's in new vehicles. In such instances the Supplier will be required to provide the associated systems integration and monitoring as per items 3.1.11 and 3.1.12 below, without the cost of the devices/equipment factored into the unit rate.

3.1.3 Anti-theft and vehicle recovery technology

3.1.3.1 Background and objective

With the increase in crime in South Africa related to hijacking and theft of motor vehicles, the need has been identified for large fleet and private vehicle owners to increase their security measures in order to save lives and recover their assets. This solution needs to be cost effective and must integrate smoothly into current fleet tracking technology.

The time period between an incident occurring and when it is reported, remains the biggest challenge for fleet owners. Further time is lost in trying to get a response team out in order to respond to the incident and to locate/recover a vehicle. The South African Police Service (SAPS) does not always have the resources immediately available to dispatch a response team. In many instances up to 2 hours is lost in this process. This gives the perpetrators enough time to search for and neutralise the installed technology. In these situations, time becomes critical in order to successfully recover a stolen/hijacked vehicle.

GMT has identified the need to install additional hardware to enable vehicle recovery. In addition to this, there is a need for support services which has to include a 24/7 call centre and an independent response team, who can be dispatched immediately to a hijacked/stolen vehicle incident and to provide a recovery service. This service must be performed by a certified security organisation, whose services are bought in by the Supplier, e.g. Netstar or a similar outfit. The response team must work closely with SAPS for support and processing of the incident.

3.1.3.2 Anti-theft and vehicle recovery: Device requirements

The anti-theft and recovery hardware must fulfil the following requirements:

- It must be small, completely mobile and must be easy to hide effectively in any vehicle, motorbike, quad bike, trailer, caravan or other moveable asset.
- It must be wireless so that it is not connected to the vehicle's power supply which means a fast, hassle free, nonintrusive installation without compromising electronics or warranties. It must not interfere with the wiring of the vehicle so it won't affect the vehicle's electronic warranty.
- It must have its own, internal long-life (3 years +) battery with low battery alert and replacement included in the pricing for the duration of the contract.
- It must utilise Radio Frequency (RF) technology, so the availability (or not) of mobile phone coverage in an area does not pose any impediment upon the ability of the device to broadcast its location in order to enable finding a movable asset if it is reported as stolen/hijacked.

- Jammers/scramblers must not be able to block its signal as a radio frequency unit, and it must be able to detect jamming to alert the control centre, ensuring continuous visibility to combat vehicle theft.

3.1.3.3 Vehicle recovery: Service requirements

The service requirements for the vehicle recovery device include the following:

- A national operations centre available 24/7/365, integrated into the Call Centre for vehicle tracking, to enable a one-stop communications platform for vehicle theft prevention and recovery, along with other Call Centre operations and service.
- A dedicated on-the-ground response/recovery service. Once the location of a stolen/hijacked vehicle has been established, the response team must be immediately dispatched, wasting no time in the process. This service must be included with the monthly cost of the device, and if outsourced to security companies throughout South Africa, it is a requirement that all staff of such outsourced security companies be registered PSIRA members and are fully compliant and trained in their industry.

3.1.4 Installation / De-installation / Maintenance

The Supplier will be required to perform all installation/de-installations and maintenance work on request from GMT. The majority of vehicle installations will be performed at GMT premises, however it would be required to have installations and maintenance work performed predominantly within the borders of the Western Cape Province, with a few clients located elsewhere in South Africa. The cost of travelling, accommodation and time spent for installations, maintenance and repair work will be included in the Supplier's unit rate. All wiring and connectors must be durable and in compliance with automotive Standards and must be protected by heat resistant material.

3.1.4.1 Installation

The Supplier must compile a comprehensive installation profile for each make and model of vehicle as required by GMT. Installation profiles will be agreed with and approved by GMT prior to any installation being done. Installations must be done in a neat and professional manner not to damage the vehicle in any way as not to void the manufacture warranties or interfere with other IVT and related equipment installations. Installation will be inspected after completion and signed off by a GMT representative. The Supplier will ensure that the tracking system is fully functional before handing the vehicle over to GMT. The Supplier will ensure that the vehicle is returned in the same condition as it was received. The Supplier will be liable for any damages to the vehicle that might occur during the installation process. The system must be able to function with a power supply of the specific vehicle which is installed, in accordance with the appropriate ISO standards for fitments.

The following information on completion of the installation should be provided to GMT on a Job Card:

- a) Vehicle Registration number
- b) Date of installation
- c) Cell number
- d) Vehicle Tracking Unit serial number
- e) Set of Keys for lockable casing where applicable
- f) Vehicle identification device serial number

The tracking device should allow the vehicle only to be started with a vehicle identification device and driver identification device. In cases of emergency and VIP vehicles this will not be a requirement.

The following must be adhered to:

- The Supplier will need to develop and maintain vehicle installation profiles for all makes and models, to be approved for each make and model of

vehicle. The Supplier will need to obtain OEM approval for the fitment of their equipment, at their own cost, as not to breach the OEM warranty, motor plan or service plan GMT received with the purchase of the vehicle/asset, or negatively impact other IVT and related installations;

- Vehicles can also be fitted with other equipment such as in-vehicle technology for traffic law enforcement purposes, emergency lights and sirens, two-way radios, etc. GMT will inform the Supplier of the fitment of such equipment. The latter also applies to vehicle conversions such as ambulances, mobile clinics, Traffic RBT vehicles, etc.
- On receipt of an instruction from GMT the Supplier will need to fit a vehicle tracking unit within 5 working days (being Mon – Fri, and excluding public holidays) to an asset at any location throughout the Western Cape Province and in exceptional cases, elsewhere in South Africa as specified by GMT. The installation fee will need to be included into the fixed monthly unit rate;
- On receipt of an instruction from GMT the Supplier will need to de-install a vehicle tracking unit from a GMT asset at any location throughout South Africa as specified by GMT within 5 working days (being Mon – Fri, and excluding public holidays). The de-installation fee, and reinstallation fee both need to be included in the fixed monthly unit rate;
- GMT will require the Supplier to have a pool of tracking units and activated SIM cards in stock to respond to GMT requests, as agreed upon between the Parties.
- The Supplier will need to keep a database of fitments, de-installations and re-fitments for the contract period. As well as to provide scanned copies of the signed job cards to GMT for record purposes;

3.1.4.2 De-installation

De-installation will be performed at GMT premises and any location as instructed by GMT predominantly within the Western Cape Province and sometimes other provinces should be done in a neat and professional manner as not to damage the vehicle in any way. The Supplier will be liable for any damages that might occur during the de-installation process. The Supplier will ensure that the vehicle is returned in the same condition as it was received.

The following information on completion of the de-installation should be provided to GMT on a Job Card:

- a) Registration number
- b) Date of de-installation
- c) Cell number
- d) Unit serial number

3.1.4.3 Maintenance and repairs

The Supplier's call centre will perform on a daily basis system health (communication) checks on all vehicles fitted with a tracking system. Vehicles that do not pass the system communication checks must be reported to the responsible client transport officer for action (i.e. to start under-utilised vehicles to activate the tracking unit to determine the possible cause). The Supplier will be required to perform maintenance repair work at the vehicle location, the cost of which is included in the Supplier's unit rate. The maintenance and repair work must be completed within 2-3 working days. The Supplier must be able to provide early and pro-active vehicle maintenance monitoring information to GMT.

The following must be adhered to:

- Should any unit fail to operate correctly then the Supplier shall repair or replace such unit;
- The Supplier to co-ordinate directly with GMT's client institutions for the repairs and maintenance of the units. GMT will inform their client institutions of this

arrangement and ask for their co-operation, as well as to provide the Supplier with the client Transport Officer contact list;

- The Supplier will need to keep a database of all maintenance and repairs performed during the contract period, as well as to provide scanned/electronic copies of the signed job cards to GMT for record purposes;
- All costs related to call outs, maintenance, repairs, travelling time and expenses, will be included and factored into the Supplier's monthly unit rate per vehicle;
- In the event that the Supplier can prove to GMT's agreement that the damage caused to the unit or the installation can be attributed to the direct or indirect result of any act of tampering, vandalism or malicious damage on the part of GMT or its client institution, GMT can be held liable for the related costs which will be claimable in accordance with the DPSA Cost Reimbursable rates published monthly;
- Odo re-calibration and correction: Calibrations and/or Odometer corrections can only be done on GMT's instruction (instructions to be issued by GMT during execution of the contract).

3.1.5 Non-motorised assets (trailers, light towers, etc)

- Fitment of a wireless device to report on the location of the asset at regular intervals as determined by GMT. On the asset being reported as stolen or misplaced by GMT or its Client Representative, to recover the GMT asset within or outside of the South African borders in conjunction with the relevant authorities;

3.1.6 Construction type vehicles and equipment

These type of vehicles are not currently part of the fleet, however provision is made for possible future inclusion, same to be handled as a change event in the contract as and when required.

3.1.7 Vehicle Identification Device ("TAG")

The Supplier must provide a programmable device to activate/start a specific vehicle that it is programmed to. The device must be small and compact and easy wearable/carry-able. The device must be programmed with a unique identification number that is solely linked to a specific vehicle in the system. The Supplier must provide the initial number of estimated 8 500 vehicle tags to GMT, programmed with all vehicle details. The initial tag must be provided as part of the vehicle installation process at no additional cost.

3.1.8 Driver Identification Device ("TAG")

The Supplier must provide a programmable device to activate/start the vehicle and to identify the user/driver. The device must be small and compact and easy wearable/carry-able. The Supplier must provide the initial number of estimated 25 000 driver tags to GMT, programmed with all driver details. (GMT to decide how to manage personal/driver information) This tag will be issued to each authorised driver to drive a fleet vehicle.

3.1.9 Warranties

The tracking device and all related equipment must be guaranteed for the life span of the vehicle/contract period and the Supplier will be liable to repair/replace all malfunctioning equipment as part of its monthly service unit rate.

3.1.10 Theft/damage losses

GMT will not be held liable for any damages due to theft, damages and losses of the tracking device and all related equipment. The Supplier must have their own insurance, as specified in the Contract Data.

3.1.11 Data for Reporting requirements

In addition to the alerting capabilities of the tracking system as listed in 3.1.2 above, the Supplier's hardware and systems must be able to provide the real-time data via interfacing with WCMD Systems for vehicle tracking reports that cover the minimum criteria as set below but not limited to the selected headings:

- Detailed movement report of vehicles 24/7
- Installation / de-installation / maintenance
- Accurate distance travelled
- Over speeding
- Harsh braking
- Harsh acceleration
- Excessive idling
- Under-utilised vehicles (vehicles travelling less than 1000km per month and/or used for less than 10 days per month)
- Geographical mapping (service providers)
- Health checks
- Report predefined locations odometer distance and status data
- Over revving
- Driver profiling (monitor driver behaviour)
- Collision impact identification
- Vehicle movement while switched off (towed / stolen)
- Automatic identification of vehicle leaving a predefined route and / or area
- Report set speed limits, over speeding
- Battery disconnection
- Report star bar activity and sirens on status
- SARS tax log book (VIP vehicles only)

3.1.12 Testifying in all cases criminal and disciplinary

The Supplier will be required from time to time to provide testimony as the subject expert on all tracking related matters. This testimony would predominantly be required within the Western Cape Province and by exception in other provinces. All costs relating to these hearings/criminal cases will be claimable for reimbursement in accordance with the DPSA Cost Reimbursable rates, published monthly.

3.1.13 Company on-site representation at GMT premises

The Supplier will be required to have a mobile presence at GMT and other facilities on an as-required basis during the contract period. Although the GMT Head Office is based in Maitland, GMT is currently establishing regional hubs in other regions. Therefore, it's not guaranteed that the only onsite premises will be Maitland, and can change during the contract term due to service delivery requirements.

3.1.14 Call centre

The Supplier must have a Call Centre at its own premises with sufficient staff to monitor vehicles, to perform health checks on vehicles, to contact the relevant GMT vehicle users/clients, to do follow-ups by emails and telephonically when vehicles are not reporting and to supply tracking reports to GMT when requested. The Supplier will be responsible to render a support function 24/7 to monitor alarms/panic buttons/theft of vehicles. The Call Centre of the Supplier must be

the contact between SAPS/Traffic Services/GMT vehicle users/clients and GMT Client Care Centre.

3.1.15 Systems and integration

The tracking device must be able to receive software upgrades remotely to enable the system to function optimally on the latest software. All information stored on the system is the property of GMT. The information must be able to be imported and exported via electronic system integration between systems. More information on systems and integration is given in section 3.5 of this specification.

The Supplier will be required to make use of formats required by GMT. The system must be able to integrate and or interface with other systems at no additional costs to GMT and to integrate with the latest technology. All costs relating to hardware and software must be included in the monthly service unit rate. The Supplier's system must be able to create various databases to host categories of vehicles pertaining to user profile. The access to the different databases must be restricted through usernames and passwords. The Supplier's system must integrate with GMT or its clients' systems to confirm/test to verify any discrepancies and anomalies regarding vehicles fitted prior to submitting the monthly invoicing.

3.1.16 Training

The Supplier will be required to train the end user on functionality of the online system. The Supplier will be required to supply training within the borders of the South Africa. Training will be included in the Supplier's monthly service unit rate.

3.1.17 Sim card management

- The Supplier will be responsible for all RICA requirements to deliver a dual network SIM card solution per device;
- To supply and fit all SIM cards for the fleet;
- De-activate Voice on all SIM Cards;
- Activate and de-activate SIM cards as required operationally;
- Manage and track all SIM swops and to make arrangements with GMT's clients to swop out the SIM card at the GMT client's premises;
- Settle all monthly SIM and data costs with the cellular service provider of choice, and ensure that the account is always in good standing, as not to have any disruption in the service being rendered to GMT.

3.1.18 System requirements

3.1.18.1 Data and records management

- Ensure that the real-time data provided to GMT is backed up and archived;
- The Supplier to comply with the Protection of Personal Information (POPI) Act, when dealing with driver information and GMT asset activities.

3.1.18.2 GMT asset and client allocation management

- The Supplier to ensure that the system integration for data provision for each unit is linked to a fleet asset, as per the client code structure as communicated by GMT on a regular basis. The number of fleet assets is not guaranteed, and can change from time to time due to service delivery requirements;
- The Supplier to provide GMT and its clients with access to Web services to create data replication and synchronization of databases.

3.1.18.3 Location management

- To effect the system integration in order to geo-fence all GMT client locations (as supplied by GMT throughout the contract period);
- To effect the system integration in order to geo-fence all GMT supplier locations (as supplied by GMT throughout the contract period);
- To effect the system integration in order to geo-fence all GMT fuel merchant locations (as supplied by GMT throughout the contract period).

3.1.18.4 Driver database management

- GMT to inform the Supplier of the decommission of drivers, and the return of the tag. GMT will be responsible for the costs relating to damaged or lost driver tags.
- The Supplier to provide GMT with access to Web services in the event of WCMD system issues to create data replication and synchronization of databases.

3.1.19 GMT and client access to web-based applications

- The Supplier to set up and configure user access for GMT and its clients in the event of WCMD system failures or -issues;
- To provide training and training material to GMT and its clients as regards the data integration and services;
- The Supplier's system integration with WCMD systems must enable the replay of historical information for any fleet asset by selection of the specific date and time for the last 12 months.

3.1.20 On-line end user reporting requirements

The Supplier's system integration and data must enable the following end-user reports:

- Trip & Utilization Reports per fleet asset
- Trip & Utilization Reports per Driver
- Events Reporting (i.e. Excessive idling, harsh braking, etc.)
- Location Overview Report
- Location Visits by Week & Day Report
- Locations Not Visited Report (only when work schedule trip is applicable)
- Daily Movement Report
- Summary Movement Report
- Daily Driving Performance Report
- Monthly Driving Performance Report
- Driver Scorecard Report
- Daily Trip Report
- Detailed Trip Report
- Location Trip Report
- Summary Trip Report
- Detailed Events Report
- Summary Events Report
- Driver Tag Listing Report per Client (GMT will supply the asset register via FTP)
- Vehicle and asset listing Report per Client (GMT will supply the asset register via FTP)

- Device Fitment Configuration Report
- Device Events Configuration Report
- Vehicles entering no-go zones
- CO2 emissions reports

3.1.21 Specialised reports

- The Supplier's system integration and data must enable the provision of "Tacho" reports or similar (for vehicle crash investigations)
- On request by GMT, the Supplier's data system must enable the replay of historical information for any GMT motorised asset by selection of the specific date and time (being referred to as archived data that's older than 12 months)

3.1.22 Information Security Compliance Requirement

- Upon award of the contract, the successful bidder must obtain and maintain the necessary compliance of the proposed systems and associated services with industry-recognized information security audit standards, specifically **ISO/IEC 27001** or **SOC 2 (Type II preferred)**.
- Bidders should make appropriate provision within their proposals to achieve and maintain this compliance for the duration of the contract.

3.2 IVT Category 2 Specification: Specialised/Advanced equipment and systems for Traffic/EMS Management/Other applications

3.2.1 Scope

The Supplier is required to respond to GMT's specific requirements regarding the provisioning of in-vehicle equipment for vehicle number plate recognition and handheld technology for use by the Provincial Traffic Management component. It is the Purchaser's responsibility to provide a Functional and Operational Specification to ensure that the vehicle and/ or handheld technology can act as an "agent" that collects motor vehicle information by Automatic Number /License Plate Recognition (ANPR/LPR).

Please note: The bidder is obliged under this tender to provide ALL the listed equipment and services, no omissions allowed. Failure to do so will invalidate the tender.

Although the bulk of the focus of this part of the specification is on Traffic Management application, some components of the specialised equipment and service may find application in EMS/related vehicles, VIP vehicles and some general vehicles. The specialised equipment includes ANPR/LPR equipment and systems, and also in-cab cameras, forward- and rear-facing surveillance cameras, tablets, etc, and other associated equipment and systems.

3.2.2 Functional ANPR/LPR Specification

The Functional ANPR/LPR Specification entails:

- High speed ANPR/LPR with HD quality dual camera feed and IR capabilities for night time image capturing.
- An ANPR/LPR engine/software suitable for RSA plates / syntax.
- A wrapper that would package the information (Vehicle ID + Plate Image + Cropped Overview Image + Number plate Text + GPS location + GPS date, time + Direction of travel) in the required protocol format. Plate patch is original HD quality, but the cropped around vehicle Overview Image resolution is CIF.
- The ANPR/LPR engine must also have the capabilities of exporting the original HD quality images (IR camera, Overview, Plate Patch) to back-up storage in the vehicle.
- Communication via a device that can seamlessly fail over between 3G/4G/5G and WiFi.
- Functionality of in-vehicle technology to provide WiFi Hotspot services as identified.
- An independent evidence capturing video camera that records the video on the ANPR/LPR in-vehicle PC.
- It must be possible to print out traffic tickets/AARTO notices from each individual unit directly from the camera system with a mobile printer. Printer specifications are listed in 3.2.3.3 below.

3.2.3 Operational ANPR/LPR Specification

3.2.3.1 The Operational Specification entails:

- A mobile device that has Android Jelly bean 4.1.1 or later with laser scanning functionality of at least 2D/3D functionality or similar.
- The handheld device should have a charging docking station in the vehicle capable of charging the battery in the device as well as a spare battery. More detailed specifications in terms of the handheld device are listed in 3.2.3.2 below.
- Devices must be able to independently communicate to the central APP server, but the handheld device should mainly connect through the vehicle communication systems.
- The handheld device must have remote access functionality and monitoring capabilities.
- UTM ANPR communications protocol aids traffic management.

- At this point, however, to create an open protocol requires a good deal of effort and determination, usually requiring cooperation between competing tenderer/bidders and encouragement by their customers. One part of the ITH by the Mobility Department is to champion the development of open standards for the traffic management systems used by local authorities.

3.2.3.2 Handheld device specifications:

- Operating system: Android 13 with GMS (Google Management Services);
- Memory: 8GB RAM (more is always desirable to maintain device speed over device lifetime);
- ROM: 64gb+ expandable
- Battery: Removable 5000mah
- Processor: 2GHz Octa-core (as with RAM, more is always desirable);
- 2D barcode scanning. Scanning: support for microPDF417 and PDF417
- Dual network SIM card capability: 4G
- BLE 5.0 (Bluetooth low-energy) compatibility;
- Wi-fi capabilities;
- GPS services;
- In addition to the devices themselves provision has to be made for the following extras:
 - Screen protector;
 - Rugged device protector e.g. rubber bumper/cover;
 - A strap to secure device to hand and make it easy to carry;
 - A belt attachment with limited length, possibly retractable, so that the device couldn't reach the ground if it fell and so that officers don't forget it in places, in order to reduce incidences of physical damage;
 - MDM software (or similar) to track lost devices and to allow for remote management of settings and software, remote deployment of updates and reduce the need for devices to be sent in physically for software-based repairs.

3.2.3.3 Mobile printer specifications:

As minimum requirements:

- Compatible with: Android, Apple iOS, Windows Mobile
- Maximum dimensions: approx 150mm length x 155mm width x 67mm height
- Approx maximum weight with standard battery: 0.63kg
- Bluetooth specification: 4.1EDR + LE
- Battery: 3400 mAh removable, rechargeable Lithium Ion battery (6500 mAh extended battery possible to be provided)
- Rugged capabilities: tolerance of multiple drops from 2m to concrete. Operates in -20 to 55 degrees Celsius.
- Label printing: thermal printing, 35mm to 80mm width: ZPL printing language.

3.2.4 Traffic management with Automatic Number Plate Recognition (ANPR/LPR)

Whilst an established tool for law enforcement, it is only comparatively recently that Automatic Number Plate Recognition (ANPR/LPR) has gained ground as a traffic management tool,

primarily as the detector of choice for journey time measurement and congestion detection systems.

The Province's ANPR/LPR-based journey time measurement systems established during the last number of years have been coupled into their UTMIC in-stations, at the core of which is a UTMIC Common Data Base/ Communication Logic Engine (CDB/CLE). Although journey time measurement software has evolved which delivers data into the CDB/CLE at the output side, the inputs from ANPR/LPR cameras have until very recently used only manufacturers' proprietary protocols.

Understandably, being used to much of their other outstation equipment having a UTMIC-standard interface, end users wished to have the same advantages of freedom of choice of tenderer/bidder and a more competitive marketplace where ANPR/LPR systems were concerned. Accordingly, the UTMIC Standards and Specifications were established to develop an open ANPR/LPR protocol, with members drawn from both the user and tenderer/bidder communities.

3.2.5 Expanding horizons

The Mobility Department has been the first organisation to reap the rewards of sharing equipment. In addition to the obvious savings from the elimination of duplicated installations, cooperative projects have been found to further improve value for money, reducing both the price of equipment bought in larger volumes and overheads in terms of procurement, project management and administration. In order to achieve all the good things an open protocol should deliver, it was obvious that it needed to extend its horizon beyond the usual UTMIC confines of traffic management applications. If ANPR/LPR equipment was genuinely to be interoperable, the protocol had to deliver the information needed by all parties who might be involved in sharing the equipment. One of the departures from the norm for a UTMIC application is the provision of support for mobile equipment and GPS-based location data.

3.2.6 Gaining acceptance

It was also evident that for the technology to be successful it should be straightforward to implement. The UTMIC WG supports the move away from the traditional use of an SNMP (Simple Network Management Protocol) framework to an implementation using XML web services - as the name implies, a software technology developed around Internet applications which is very flexible and fast to implement using the latest-generation software development tools.

Furthermore, since XML web services are designed for delivery via TCP/IP, UTMIC ANPR/LPR systems can communicate via a plethora of readily available networks - GPRS, 3/4/5G, Wifi, ADSL and Ethernet can all be used without the need for software changes. Provision for SSL encryption even allows use of the public Internet.

3.2.7 A protocol for mobile applications

ANPR/LPR cameras mounted in traffic management vehicles are obviously highly mobile, and re-deployable cameras are used for targeted surveillance operations, again often fixed to street furniture or in more discreet locations. In many of these applications, wireless communications (usually GPRS or 3/4/5G) are invaluable, as it is unlikely that there will be a handy wired Ethernet or broadband connection in most temporary locations. Being IP-based, the UTMIC ANPR/LPR protocol is ideal for use over mobile cellular networks and incorporates features to allow the amount of data transmitted to be tailored to the available bandwidth. Highly useful in mobile applications, a GPS unit embedded in the camera automatically records the location at which a camera is operating and also provides an accurate time reference both for time-stamping plate reads and for recording when a camera was deployed at a particular location. The UTMIC ANPR/LPR protocol provides for latitude and longitude co-ordinates to be attached to every single plate read, so an accurate time-stamp and location is known for every vehicle captured, and can be available at the in-station within a few seconds of a vehicle passing the camera.

3.2.8 Specification of requirements

3.2.8.1 General

The Western Cape Mobility Department (the Provincial Traffic Management and other Law Enforcement Agencies) entered into collaboration on automatic number plate recognition (ANPR/LPR). The purpose of the collaboration was and is to exchange experience and assist one another in appropriate areas. Experience and use to date have proved the ANPR/LPR to be a useful aid in the monitoring work of all organisations in their capacity as controllers. Further cooperation is advantageous with respect to both today's needs and future developments, in order to strengthen the surveillance authorities in the face of a growing national vehicle fleet and increased cross-border traffic, and in order to be able to deal with the steadily increasing professional criminality. The aim is to achieve a mutual overarching goal of a safer society.

3.2.8.2 Description of the deliverable for Traffic Management

To be procured is a complete system for automatic number plate recognition by means of cameras and software for scanning and interpreting number plates and checking the scanned number plates against various lists/registers that the Provincial Traffic Management authority can use in their assignments in the Western Cape.

The complete system that is proposed must additionally be modular and capable of being further developed. Tenders must be delivered for complete installations including hardware, software, cables, racks, attachment devices and installation, upgrades, service and support documentation.

Moreover, the Supplier must provide training of users and function testing for the installations.

The system and technologies that are to be procured are for the use of Provincial Traffic Management on and along the road networks under its mandate to manage and control. All installations of automatic number plate recognition procured in this agreement are to form part of the same system for both the Provincial Traffic Management and other identified law enforcement agencies and key governmental stakeholders.

3.2.8.3 Mobile installations (control points)

- Equipment suitable for complete mobile ANPR/LPR system installed in vehicles, both systems suitable for fixed installation and movable systems;
- Equipment suitable for mobile display/dispatchers. Complete, compatible display/dispatcher that is connected up to a mobile or fixed ANPR/LPR camera system, and provides information about what is happening at a given location;
- Equipment suitable for a coordinated system where one or more mobile ANPR/LPR units can use information (hot list) from one or more fixed units/installations.

3.2.8.4 Central installation (distribution point)

Equipment suitable for a central distribution point for updating and generating various lists of number plates with a prohibition on use and reception points for statistics from all systems initially included in the system. The statistics must provide an overview of the total number of "number plates" read, the total number of "number plates" with a ban on use read, the number of incorrectly read "number plates" and when and where (GPS coordinates or equivalent) the camera units have been active. The central installation (distribution point) will be the same for the law enforcement agencies, key governmental stakeholders and Provincial Traffic Management.

3.2.8.5 Lists of vehicles

The main purpose of the system must be to alert controllers to passing vehicles which are registered on lists such as vehicles with a ban on use. The registers will be updated

regularly and are assumed to be distributed from a central distribution point one or more times a day. These lists form the basis for the ANPR/LPR system's reason and then alert in real time to the operator and controller who stops the vehicle for inspection.

The Supplier must describe the possibilities for how the Purchaser should be able to use and make/change various lists in the proposed system. That is to say, functions for changing registers/lists, and for being able to choose between an alarm/reaction being triggered by "number plates" on the lists (hot list) and the opposite, that an alarm is triggered by the "number plates" that are not on the lists (white list).

The law enforcement agencies, key governmental stakeholders and Provincial Traffic Management will predefine various lists of "vehicles of interest". The registers/lists contain information about "number plates", vehicle information and the main reason that the vehicle is on the list. The registers/lists are updated at least once a day and form the basis for the alert/reaction of the ANPR/LPR system.

3.2.9 Service and Maintenance

3.2.9.1 Regular maintenance (upgrades)

This contract includes service and support component making provision for updates and new versions. The Supplier must specify and describe all data processing that takes place on the Purchaser's equipment in connection with service assignments. Routines and procedures for performing the task must be documented and included in this tender submission. This includes treatment of hardware components when replacing parts/storage medium. All such tasks should and must be dealt with within the framework prescribed by the Western Cape Mobility Department privacy protection legislation.

New versions and software updates/improvements must be included in the service and maintenance specification proposed by the Supplier.

3.2.10 Support

The Supplier shall be required to remedy problems within four (4) hours of the Purchaser reporting a fault in the system. This may, for example, be done by remote control of a PC and assistance from a local law enforcement agency, key governmental stakeholders or a Provincial Traffic Management operator. The Supplier must diagnose the fault and correct it if possible. If it is not possible to diagnose the problem, the Supplier must instruct the Purchaser's representative as to how fault correction/support can be carried out to remedy the situation.

The Supplier shall describe a method for remote control of the system and for maintaining a log of all activities. In cases where remedying of faults requires a physical presence, this must be agreed with the Purchaser.

3.2.11 Requirements relating to documentation and testing

Along with the proposal, documentation must be supplied that shows that the proposed product and solution meet the minimum requirements in the tender documents.

The evaluation of relevant tenders includes the Purchaser, the law enforcement agencies, key governmental stakeholders and Provincial Traffic Management being able to come to a given location to be shown around and see a demonstration/test of similar use/implementation.

This testing will be carried out before a contract is awarded. The Supplier must therefore make both personnel and testing equipment available. The testing date will be determined in the tender evaluation phase. The Supplier must indicate where the proposed equipment can be viewed and tested through the whole evaluation period.

A sample of the following equipment and system must be presented within 14 days after awarding of the tender:

- A vehicle containing mobile equipment concealed from outside view (i.e. not integrated in car cameras in the grill and/or bumpers);
- A vehicle on which the Western Cape Mobility Department number plates supplied by the Client can be mounted;
- A mobile installation where both the object to be controlled (car) and controller vehicle are moving at normal speed on a road with traffic;

- An installation of key administrative equipment;
- An installation of a dispatcher point for monitoring several fixed installations;
- A mast or similar by the driving area on which fixed installation equipment is mounted at a height of at least 5m.

3.2.12 General minimum requirements for the delivery of the procurement

The proposed ANPR/LPR system must be ready for use by no later than three working weeks after awarding of the tender. This means that only systems that are ready for use will be accepted. In the industry, systems of this kind are called 'off-the-shelf products'. A turnkey system ready for use in accordance with the purpose and needs at each installation point must be delivered, for example ready installed in a vehicle or at a control point, ready for use.

IMPORTANT: there can be no disruption of the service during transition of the current system to that proposed by the winning bidder.

3.2.13 Functional requirements (Table of Requirements)

The requirements identified are absolute minimum requirements for the delivery. The Purchaser can choose to purchase or not purchase proposed options during the contract service period. The Supplier must provide an independent assessment of their own ability to meet the requirements. The Supplier must substantiate that the requirements are met in the tender by means of documentation, descriptions and principle diagrams.

TABLE 3.2.13: FUNCTIONAL REQUIREMENTS

A: GENERAL REQUIREMENTS	
A1	The system shall contain camera equipment for capturing number plates on passing vehicles that are moving or standing still and from unstable facilities and sound an alert adapted to the individual installation.
A2	It must be possible to take pictures of the number plate mounted on the front and the back of the vehicle being checked. The system must report only one of the occurrences of the same number plate.
A3	The tender must include image processing technology and presentation monitors for operation and for reporting findings to the operator.
A4	The system must communicate with the operator in the Mobility Department/Government Motor Transport (GMT), Western Cape, in English.
A5	The proposed solution must be capable of reading 60% or more of the number plates that are scanned accurately. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution A, Item A5".
A6	The ANPR/Handheld (to be inserted all over) system must be capable of reading and interpreting the all the fonts used on number plates.
A7	Number plate recognition must function equally well, irrespective of light conditions for example daylight, dawn/dusk, darkness or at night. Any accompanying light equipment for the camera system (if any) must not be a distraction for motorists on the road. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution A, Item A7".
A8	The quality of number plate recognition must not be affected in varying weather conditions. such as snow, rain or mist (it is assumed here that the number plate is not dirty or obscured in some way).
A9	All camera equipment, cables, leads and power supply units must be damp and dust-proof.
A10	Cables must be flexible and it must be possible to use camera equipment at temperatures down to minus 20 degrees Celsius and up to plus 45 degrees Celsius.
A11	The number plate recognition quality must have high tolerance for the use of different camera angles, before the quality of number plate recognition deteriorates. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution A, Item A11".
A12	In alerts to operator, the image of the scanned number plate must be presented together with a colour overview picture of the vehicle for visual verification of recognition. The alert must also contain all data registered in the list of "Vehicles of interest" for the vehicle in question.
A13	The camera system must count observations and maintain statistics of the number of vehicles scanned. This consists of the total number of observations, number of alerts triggered by these, description of why an alert was triggered and where and when the observations took place (GPS coordinates or equivalent). The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution A, Item A13".
A14	The camera system must have a function that makes it possible to choose whether the data on the scanned objects should be stored or not, i.e. on and off. It must be possible to choose how long data should be stored and the quantity of information from the system. It must be possible to adjust this for the individual camera unit. The system must log when and by whom it is turned on and off. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution A, Item A14".
A15	The focus distance of the camera must be between 5 and 30 metres, i.e. the distance between number plate and camera lens. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution A, Item A15".

B: FIXED ROADSIDE INSTALLATION (Not required for this contract)	
C: MOBILE SYSTEMS	
C1	Mobile systems must be able to handle the following user scenarios: - Control vehicle standing still, control object moving (for example at a stop control by the road). - Control vehicle is moving and the control object is moving (e.g. driving ahead of or towards a control object). - The control vehicle is moving and the control object is standing still (e.g. inspection of street parking or parking area).
C2	In the event that ANPR/LPR systems mounted in front of and at the back of the control vehicle result in a duplicate interpretation, one must be deleted. If an alert is sounded, only one alert per vehicle must be presented.
C3	The proposed system for installation/use in service vehicles must be able to function with only a 12-volt power supply. The Supplier must provide an appropriate power supply for vehicles. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution C, Item C3".
C4	It must be possible for mobile systems to function installed in vehicles and also to be set out by simple means for use along roads. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution C, Item C4".
D: SECURITY	
D1	It must only be possible to use the system after security logging on predefined by an administrator. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution D, Item D1".
D2	All data associated with updating of lists and interaction with other systems must be encrypted. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution D, Item D2".
D3	The ANPR/LPR must be secure against hacking. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution D, Item D3".
D4	The proposed system must primarily be able to communicate over wireless encrypted WLAN, secondarily via mobile networks UMTS/3G/4G/5G or better for updating of lists of vehicles of interest. The proposed equipment must possess these functions. Updating of lists of vehicles of interest must additionally be encrypted by the proposed system through a VPN connection.
D5	Communication and mobile network. The Supplier must assist and describe an appropriate subscription for all relevant camera systems and for given locations. The Supplier is responsible for the subscription fees.
D6	All log-ons to the systems must be recorded and logged. This applies to all users, including those who have remote access in connection with service etc. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution D, Item D6".
E: DATA STORAGE	
E1	The data provided and system integration must enable a function where there are hits (alerts) generated in terms of vehicles of interest, the reason for the hit must be given (this comes from the list of vehicles of interest as current on the system).
E2	The data provided and system integration must enable deletion of scanned number plates that do not cause a hit on the vehicles of interest list as soon as they have been scanned and checked. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution E, Item E2".
E3	The camera system must enable a function that allows the Client to set storage time, from immediately and up to deletion after 2 years. The camera system must be able to delete data immediately and at a maximum after 2 years. Similar functionality is required for alerts. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution E, Item E3".

E4	The data provided and system integration must enable pictures of scanned number plates causing hits on the list of vehicles of interest to be retained for up to 1 hour before a choice can be made as to whether to delete them automatically or not. This is the time it takes to complete a check. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution E, Item E4".
E5	The data provided and system integration must enable counting and the ability to provide information about the type of alert triggered, type of light vehicle or articulated truck, the time of the alert and where it was triggered. The system must not reveal plate number, picture or other information that can be related to personal information. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution E, Item E5".
E6	In connection with services and system upgrades, requirements regarding data storage in connection with processing of personal information must be observed. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution E, Item E6".
F: IMPORT AND EXPORT OF DATA/INFORMATION	
F1	It must be possible to compile and export reports and statistics from each individual unit, and if required print them out directly from the camera system.
F2	The data provided and system integration must enable the possibility for all camera systems to deliver statistics on the number of scanned "number plates", number of "number plates" with hits, number of hits for various reasons, distributed on installation site (mobile and fixed systems) and time. This information must also be sent back to the distribution machine in connection with synchronisation of lists. It must be possible to choose whether a transmission of data/statistics contains number plates or pictures. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution F, Item F2".
F3	Statistics and transfer of data to central system: the system integration and data provided must enable the generation of statistics to report automatically to the central system on contact (by means of network connection): • Percentage use. The system must provide information as to when the camera units have been in use (on and off) in the course of a day (minutes and hours). • Must deliver statistics/information on total use in the course of a whole day, and also broken down by time and location. • Hit percentages. The system integration and data must enable the import of statistics from all the camera units and provide information about the number of hits on the lists, broken down by list and cause of alert. • The system integration and data must enable the display of the number of "number plates" scanned and total number of hits from each individual unit. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution F, Item F3".
F4	It must be possible to classify or categorise information from one or more databases/lists, thereby enabling different systems to access and allow access to different lists. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution F, Item F4".
F5	The system must be able to handle several types of 'lists', (i.e. databases), and make it possible to choose one or more of the databases the camera system is to respond to. It must be possible to do this on both fixed and mobile installations. Systems are defined here as "hot-list systems"; the system indicates when a vehicle in the database is registered. 'White-list systems': the system indicates when a vehicle that is not in the database is registered.
F6	The system must allow automatic import/updating of lists (hot lists, white lists). It must be possible to download these so that the system is operational if there is no network connection.
F7	The system must allow administration of manual hot lists and white lists where personnel in key roles can register number plates that require distribution without this being dependent on regular automated updating.
F8	It must be possible to adapt lists of vehicles of interest with respect to content.

G: ACCESS TO THE SYSTEM	
G1	The central system must have several access levels so that different functionality can be offered to personnel with different roles in the organisation. The minimum roles are: • Chief administrator, who can define new areas and change and make(define) the functionality of all underlying roles. • System coordinator: Define new units and users within a delimited group (organisational unit). • Area coordinator: Able to retrieve reports and statistics for a given number of units and/or users. • Mobile coordinator: Able to link up to one or more fixed installations to extract "hot lists" to a mobile unit. • User: Operator of a camera system (with the reports and statistics this generates). The solution must be documented and specified in the tender submission.
G2	The system must possess technical possibilities for communicating with different networks, fixed line, GSM, etc.
H: SOFTWARE	
H1	Software development kits for individual programming of the cameras' functions, to the central system.
H2	Updated software for all systems must be offered also after delivery.
H3	The proposed solution must be capable of importing lists of number plates with, for example, a ban on use, from external sources via XML, CSV text files. This applies to both central installation and mobile units.
I: REQUIREMENTS REGARDING ANALYTICAL CAPABILITIES	
I1	The system integration and data must enable export of complete data records to external systems i.e. all meta data and photos. But only where the data storage function has been chosen. The solution must be specified, documented and attached as part of Returnable Schedule D1, under a heading clearly marked as "Solution I, Item I1".
J: DELIVERY, IMPLEMENTATION AND FOLLOW-UP	
J1	The Supplier shall be a full-service agent/custodian of the camera system and bear full responsibility. This includes responsibility for : • Installation of mobile and fixed systems • materials that are necessary to install the system safely and securely against possible threats • resources for assisting the Purchaser in the event of wear and tear or vandalism of equipment, system faults, user faults and other defects which may occur.
J2	All necessary installation equipment, fastening devices, racks, cables, power converters, screws and assembly material must be available for delivery by the Supplier.
J3	Operation of the systems will be taken over by the Purchaser once the system has been commissioned and handed over. This entails an acceptance test on handover. Handover documentation must be submitted.
K: DOCUMENTATION	
K1	The system must be delivered with user manuals for the Western Cape Mobility Department.
K2	System documentation and technical descriptions must be delivered to the Western Cape Mobility Department, in English.
L: TRAINING	
L1	The Supplier must give all the different users and user groups of the system the necessary training to enable a smooth startup.
L2	Training of users of mobile equipment must take place in the Western Cape.
L3	Training of administrators must be presented to the Western Cape Mobility Department in English.

3.2.14 Installation of Mobile Unit in Vehicles

There are two main scenarios for installation in vehicles for mobile use:

Option 1: The aim is a configuration where a vehicle is equipped with two cameras together with handheld technology, one for capturing number plates at the front of the vehicle and one for capturing the number plate at the back of the vehicle. The cameras are set up in the immediate neighbourhood of the vehicle on tripods provided by the Supplier. A solution must also be offered for installing a camera safely in a vehicle, in order to use the equipment when the control vehicle is in motion.

Option 2: A configuration is sought with two cameras mounted on the vehicle, one in front and one at the back, to capture number plates on vehicles both before and after passage. Preferably two variants, one of which has the cameras in a permanent concealed installation in the vehicle and one where the cameras are mounted such that they can be simply dismantled and moved to another vehicle. A complete cable system is also desirable for external connection of the camera system to a tripod.

The analytical unit is to be installed in the vehicle. For the law enforcement agencies and key governmental stakeholders' use, the analysis vehicle will primarily remain standing still, and traffic will pass at normal speed.

The Provincial Traffic Management and other law enforcement agencies will need to carry out surveillance with a moving vehicle with camera equipment, used for vehicles travelling both ahead of and towards it.

It must be possible to dismantle the system and move it to another vehicle in a simple manner. Installation in the vehicle must be carried out in a regulatory manner. The installation must also be carried out in a manner that is not an obstacle to normal use of the vehicle when the system is not active. The Supplier is responsible for installation, and must document the installation and provide necessary training so that any moving can be done by the Purchaser's personnel.

The installation is documented and signed off by the Supplier before the law enforcement agencies and key governmental stakeholders take over responsibility for the installation. The Supplier's signing off also documents that the Supplier confirms that the system has been tested and that it functions in accordance with the Purchaser's specification.

3.2.15 Installation of central unit for distribution of lists of vehicles of interest

The central system must be delivered as a complete system comprising hardware and software, with all the capabilities usually associated with systems of this nature, including facilitation of running data backups in a simple and easy manner.

3.2.16 Delivery terms and conditions

Delivery is to take place at an agreed place and time as indicated in the relevant order. It will not be regarded that delivery has taken place before the goods are integrated, installed and approved as per the installation.

Since this is a term service contract, the delivery date will be agreed for each delivery, but individual deliveries should as far as practicable not take more than four weeks after the order has been placed. Factors over which the Supplier has no control and which may delay deliveries are taken into account, such as lack of power transmission to the installation site, etc.

The law enforcement agencies, key governmental stakeholders and Provincial Traffic Management are interested in a close connection with the manufacturer. The Supplier is to have total responsibility for the system in relation to the Purchaser, but may have subcontractors and/or collaborate with other operators. Under all circumstances, the Supplier has the primary responsibility for quality assurance and communication with the Purchaser.

In the event of delays in an agreed delivery between the Supplier and the Purchaser, the right is reserved to impose sanctions/penalties if necessary. Penalties will be imposed as described in the Contract Data pertaining to the appropriate SCC clause of this contract.

3.2.17 Pricing

All elements/components in the offer must be priced separately, as per the layout and form of the Price Schedule. This to make it possible to supplement any installations with individual

elements if the desired functionality differs from the standard set-up. The Supplier must describe what the prices for each individual unit encompass. If package or "bundles" are offered this must be shown in the pricing, with a clear specification of what is included in the package.

3.2.18 Information Security Compliance Requirement

- Upon award of the contract, the successful bidder must obtain and maintain the necessary compliance of the proposed systems and associated services with industry-recognized information security audit standards, specifically **ISO/IEC 27001** or **SOC 2 (Type II preferred)**.
- Bidders should make appropriate provision within their proposals to achieve and maintain this compliance for the duration of the contract.

3.3 IVT Category 3 Specification: WCMD/GMT Systems and integration

3.3.1 Systems and integration: IVT Category 1

The tracking device must be able to receive software upgrades remotely to enable the system to function optimally on the latest software. All information stored on the system is the property of the WC Mobility Department. The information must be able to be imported and exported via electronic system integration between systems.

The Supplier will be required to make use of formats required by WC Mobility Department. The system must be able to integrate and or interface with other systems at no additional costs to GMT and Mobility, and to integrate with the latest technology. All costs relating to hardware and software must be included in the price. The Supplier's system must be able to create various databases to host categories of vehicles pertaining to user profile. The access to the different databases must be restricted through usernames and passwords. The bidder's system must integrate with GMT/Mobility systems to confirm/test to verify any discrepancies and anomalies regarding vehicles fitted prior to submitting the monthly invoicing.

Other detailed requirements as regards systems and integration for IVT Category 1 have been described in section 3.1 of the scope of goods and services in this document.

3.3.2 Systems and integration: IVT Category 2

The ANPR/LPR devices must be able to receive software upgrades remotely to enable the system to function optimally on the latest software. All information stored on the system is the property of the WC Mobility Department. The information must be able to be imported and exported via electronic system integration between systems.

Other detailed requirements as regards systems and integration for IVT Category 2 have been described in section 3.2 of the scope of goods and services in this document.

3.3.3 Dashboards and reporting

The requirements for reporting and dashboards have been specified in parts 3.1 and 3.2 of the scope of goods and services in this document.

3.3.4 Intellectual property (IP) ownership

The intellectual property of any software or system development undertaken by the Supplier and/or his subcontractor/s during the Service Period of this contract, shall belong jointly and equally to the Purchaser and the Supplier. The Purchaser shall receive a full, current (including updates) working version as well as the source code for said software/system upon request at any time during the contract Service Period. Same shall be provided to the Purchaser as part of contract conclusion procedures at the end of the Service Period.

After contract conclusion each Party shall have the right to use the developed software/system for any purpose they deem fit, including but not limited to further development or enhancements by a third party. Each Party shall own the intellectual property of any such subsequent developments/enhancements individually.

3.3.5 API management and security

Identified requirements for API management and security have been specified in parts 3.1 and 3.2 of the scope of goods and services in this document.

3.3.6 IVT asset management

Identified requirements for IVT asset management have been specified in part 3.7 of the scope of goods and services in this document.

3.4 IVT Category 4 Specification: Call Centre

3.4.1 Supplier Call Centre Operations

The Supplier needs to provide a proposed solution in terms of Call Centre operations (including the Staff complement and line function escalation hierarchy), as well as a description of applicable Business Processes and Standard Operating Procedures (SOP) that will be brought in alignment with Western Cape Mobility requirements. **The solution must be specified, documented and included as part of the tender submission, under a document clearly marked as "Call Centre Solution".**

The Supplier will be required to have a 24/7/365 fully operational and staffed call centre in operation upon the commencement of the contract. The Supplier will establish a Call Centre at its own premises, i.e. personnel, equipment, Call Taking and Dispatch hardware, related software and software licenses for the purposes of:

- Logging, answering and resolving vehicle tracking management and related services queries i.e. assist GMT/Mobility and its Client institutions to resolve issues that arise from the day-to-day operation of the contract.
- Logging and provision of unique service request numbers for vehicle tracking management and related services management.
- To have a control system and 0800-toll free number in existence, a telephony system (with caller id) directing calls to Call Centre Agents on a 24/7/365 basis. A voice message line is also required on a 24/7 basis. The latter system needs to record all inbound and outgoing Call Centre Calls for the duration of the contract, and be able to provide GMT with wave (voice) or similar format recorded voice files on request.
- A SMS number (with caller id) with a monitored voice message service (to call back GMT/Mobility clients) is also required on a 24/7/365 basis.
- the Supplier needs to have Cell phones with caller id and sufficient talk time and laptops for the mobile Technical Teams to conduct business
- The Supplier must have an existing system to capture, monitor and report to GMT/Mobility in a real-time basis via a system integration to GMT/Mobility's (Oracle) Fleet Management system, on the progress of vehicle tracking management and related services (i.e. fitments, de-installations and repairs and maintenance)
- Act as a nodal point of contact for the collection of all documents related to operational activities of the contract (i.e. fitments, de-installations and repairs and maintenance)
- As an emergency contingency plan - the Supplier needs to have laptops and Cell phones with caller id and sufficient talk time for the Call Centre Staff to conduct business. It is required to have an on-site backup generator or alternative system for providing electricity during loadshedding/power disruptions to prevent any disruption of rendering services to GMT/Mobility.

3.4.2 Information Security Compliance Requirement

- Upon award of the contract, the successful bidder must obtain and maintain the necessary compliance of the proposed systems and associated services with industry-recognized information security audit standards, specifically **ISO/IEC 27001** or **SOC 2 (Type II preferred)**.
- Bidders should make appropriate provision within their proposals to achieve and maintain this compliance for the duration of the contract.

3.5 IVT Category 5 Specification: ABT/AFC equipment and systems for the GoGeorge Bus Service

SPECIFICATIONS OF SERVICES TO BE RENDERED IN RESPECT OF AUTOMATED FARE COLLECTION (AFC) SYSTEM FOR THE GEORGE INTEGRATED PUBLIC TRANSPORT NETWORK (GIPTN)

- The Supplier will perform the services on the terms and conditions as set out in this contract.
- The services are made up of various functions and activities required for the implementation of the Automated Fare Collection system for the GIPTN in George, and towards implementation of its successor, the Account-based ticketing system (ABT).
- The specifications of services to be rendered must be delivered in terms of the previously issued Business rules and policies, contained as Annexure E in the Appendix to this document. Please note: The document is a duplication from the previous contract, ignore all references to company name/s which are included in the document.

3.5.1 General obligations of the Supplier

The Supplier will be required to do the following, as and when so requested by the Department:

3.5.1.1 Hardware:

Provision and installation of the required hardware required for the operational implementation of the Automated Fare Collection system per the previous Service provider's proposal on the hardware specification Annexure D and in 3.9.1.3 below which shall include:

- Almex Optima 'Electronic Ticketing Machine.
- OTI Readers.
- Electronic cashier machines.
- Antennas.
- Printers.
- Parts and attached peripherals.
- Provision for replacement as well as spare parts of the Automated Fare Collection equipment up to 10% of the equipment supplied.

3.5.1.2 Data integration:

Provision and installation of the required interface and data for the operational implementation of the Automated Fare Collection and ABT system.

3.5.1.3 AFC/ABT Validator Requirements:

- ISO 14443 (Cipurse), ISO 18092 (NFC)
- Mifare Classic, Mifare Desfire, Mifare UL(C), Calypso
- EMVco Certified L1
- EMV Certified L2 – Mastercard, Visa, NDOT etc.
- Google Pay – Google Transit, Apple Pay – Apple Transit, Samsung Pay, Garmin Pay etc.
- EMV L3 ready (Certification at Implementation)
- PCI-PTS 5.x (Tamper proof, Crypto processor, Secure element)
- PCI-DSS compliant remote key injection
- 1 or 2 SAM slots
- Memory 1GB RAM
- Storage 4GB eMMC.
- 10/100Mbit Ethernet
- 3G/4G modem, WIFI/BLE
- QR Code Reader
- Android / Linux

- Software SDK (must be able to load custom application)
- Multitouch capacitive touchscreen, 3.5" colour 320x240 pixels
- EMV PSP/Acquirer Integration Certified for L1, L2
- Various options to mount device on mode of vehicle

3.5.1.4 AFC/ABT Driver Console Requirements:

- Network Interface to Validator
- Android/Linux
- Software SDK (must be able to load custom application)
- Multitouch capacitive touchscreen, 7" colour, 800x480 pixels
- Memory 1GB RAM
- Storage 4GB eMMC.
- 10/100Mbit Ethernet, RS232
- Options to mount the driver console (dashboard mount)

3.5.1.5 Kiosks

Provision and operation of four (4) fixed kiosks as per the previous Service provider's proposal on the container specifications Annexure F. The number of kiosks may change as per contract demands.

- Electronic Ticketing Kiosks
- Electronic cashier machines
- Provision of staff to operate and manage the kiosks

3.5.1.6 Mobile Kiosks

Current Vehicles: 2x VW Crafter Panel Vans under 3,6 Ton

Requirements for mobile kiosks as per the list below, but not limited to:

- Standby Invertor / UPS 24v to 220 AC
- Victron Energy 1.2 KVA to 1.5 KVA 24V True Sine wave Invertor
- Victron Energy MMPT SmartSolar charger
- 2x 12v Lithium Life Po4 100AH battery
- 2x 140Pmax – peak power (minimum spec) Solar Mono Crystalline Panels – Roof mounted
- System voltage of +1000 to 1500V
- 3 G / 4 G connectivity – Teltonica devices or similar
- Internal/ External Lightening
- Seat for Cashier
- Security glass window to view customers
- External mic
- Drop safe
- Money tray
- Cupboards and draws for stationery etc
- CCTV cameras inside and outside
- Preferred tinted front door windows
- Security metal grids around window
- Optional : Dash cam front and rear camera
- Onboard tracking device

3.5.1.7 Training and ongoing support and maintenance:

- Provision of training to all drivers, cashier and back-office staff as well as any additional individuals identified by the Department and/or the Municipality.
- Provision for replacement as well as spare parts of the Automated Fare Collection equipment up to 10% of the equipment supplied.
- Provision of regular operational and product maintenance reports, which will be accessible by the Department and the Municipality.
- Conduct the required reprogramming of the required software and hardware as and when required for the Automated Fare Collection system.
- Provide training to all individuals, as stipulated by the Department, prior to the implementation of the Automated Fare Collection system. The Supplier will ensure that it has provided training on the basis of a "train-the trainer" model.
- The Supplier is responsible for the project management, financial management and reconciliation to ensure that all fares collected by the Automated Fare Collection system are recorded properly and thereafter reconciled appropriately, which reconciliation process shall be provided to the Municipality and to the Department; with the exception of the Bus Operator who will be responsible for the reconciliation of cash collected.
- The installation of the equipment at designated locations, which will be based on the number of units utilised for the GIPTN as well as at Municipal offices as well as sales points or kiosks that may be managed by the Supplier from time to time; and
- Provide a web-based tool and a dashboard reporting tool.

3.5.2 Services to be rendered in terms of the provisions of the contract

The services will be provided in accordance with the provisions of the contract. All equipment installed to render the services will conform to the details and specifications as described in this document and the Appendix to this contract.

3.5.3 Service timelines

The Supplier shall deliver the Services by the timeline set out in the project plan, or as otherwise agreed to in writing with the Department from time to time.

3.5.4 Changes in the service as instructed via change events

The Supplier specifically acknowledges that it may be necessary to implement changes to the services from time to time (whether due to changes in technology, business requirements and strategy of the Department or otherwise), and same will be instructed via the mechanism of change events as made provision for in clause 2.6 of the SCC. The Supplier undertakes to conduct such necessary changes with a high degree of skill and expertise. The abovementioned changes will be subject to the pricing of the change request.

3.5.5 Services related to Hardware and Software

The Supplier shall ensure that the following services related to the hardware and software are provided and shall be responsible for the provision of:

- Supply and installation of the equipment, which includes the necessary software component to the equipment.
- The preparation of regular operational and maintenance reports for the equipment.
- When necessary, the reprogramming of the equipment as and when required.
- Comprehensive maintenance of the software as well as software support and remote support as and when required.
- Provide regular periodic software updates, download, e-mail or media.

- Provide software support for any defects or software related issues that will be logged by GIPTN management unit or Bus Operator and to ensure that such issues are resolved timeously.
- Ensure that proper testing is conducted of all updates prior to the deployment of the updates to the software.
- Implementation of all new releases of any operating system-related upgrades or new versions and to ensure that this is implemented properly and systematically.
- Ensure that any enhanced functionality is integrated properly into any software releases.
- Provide the necessary support for any remote updates that are required related to the Automated Fare Collection system.
- Provide monitoring of the systems performance on a quarterly basis.
- Provide support for operational work that is required by the Department and/or the Municipality and to ensure that any installations required are conducted properly.
- Provision of both on-site and off-site support, as and when required, which will include, but not be limited to, telephonic support during the operational hours specified in clause 8 below.

3.5.6 Operating hours for technical support staff and kiosk staff

The Supplier shall ensure that it is available during operating hours from Monday to Friday between 07h30 to 16h00 and for a standby technician to be available on Saturdays and Sundays from 08h00 to 17h00.

AFC Technical onsite hours: Monday-Sunday (Everyday, incl holidays): 04h00-21h00.

The Supplier shall provide a response to all queries logged by GIPTN management unit and the Bus Operator and shall endeavour to resolve such issue as soon as possible as per severity levels below:

1. Severity Level 1" means any fault or combination of faults that interrupt all of a customer's services for any given site or multiple sites relating to hardware and software supplied and covered under this contract;
2. "Severity Level 2" means any fault causing an intermittent interruption or partial loss to customer service for any given site or location relating to hardware and software supplied and covered under this contract or a multiple of Severity Level 3 faults relating to the same item, or type, of equipment;
3. "Severity Level 3" means any degradation of service at system level relating to hardware and software supplied and covered under this contract or a multiple of Severity Level 4 faults relating to the same item, or type, of software;
4. "Severity Level 4" means the system is usable and a means of circumventing the condition relating to hardware and software supplied by the Supplier and covered under this contract has been found. This condition does not materially affect the customers operations. This includes:
 - Any minor condition having no immediate action upon customer service;
 - Any minor condition in need of maintenance; and
 - Any condition not falling into categories 1, 2, or 3.

3.5.7 Hardware Response

- Severity Level 1 – Supplier shall respond within 2 hours.
- Severity Level 2 – Supplier shall respond within 4 hours.
- Severity Levels 3 and 4 – Supplier shall respond within 48 hours.

3.5.8 Software Response

Second Level support shall be provided by the Supplier:

- Severity Level 1 the Supplier shall respond within 2 hours;
- Severity Levels 2 and 3 the Supplier shall respond within 4 hours;

The Supplier shall ensure that 3 (three) technicians, who are suitably qualified, will be based at the premises and/or the Supplier's local office in George, with the necessary transport and test equipment;

The Supplier shall also ensure that an additional standby technician, who are suitably qualified, will be available at the Supplier's Cape Town offices; and

All services and maintenance shall be carried out by the Supplier using skilled and trained technicians at all times.

3.5.9 Operating hours for kiosk

- The Supplier shall ensure that there are sufficient cashiers and supervisors available for AFC ticket sales / card loading for various ticketing kiosks seven (7) days a week, operating from 05h30 to 20h30;
- The Supplier will appoint a Third-Party Staffing Agent to manage the staffing requirement for the ticketing kiosk;
- The Supplier will be responsible to ensure that all the cashiers and supervisors appointed are trained to use the Automated Fare Collection system. Any additional training required for the kiosk operations is as specified in this contract;
- The Supplier will monitor the performance of the staff supplied by the Third-Party Staffing Agent on a monthly basis;
- GIPTN or the Department may require the Supplier to increase the number of staff required for the kiosk operation. Any additional staffing requirements will be for the Department's account;
- The Department may expand the kiosk operations and increase the operating hours of the kiosk. Any additional capital and operational cost for expanding the AFC kiosk service will be for the Department's account;
- Additionally, the Supplier is specifically not required to provide the following, which is specifically excluded from the Services required:
 - Repairing or replacement of Cabinets, Motherboards, TFT Touch Panels, thermal heads, printers, antennae, GPS/GPRS devices, base plates and blown power supplies, that have been damaged, other than fair wear and tear thereof; which will be deemed to be out of scope service for the Department's account;
 - Optima printers and TFT Touch Panels are regarded as a consumable and the replacement which will be out of scope services for the Department's account;
 - Equipment warranty does not cover damages to equipment with water ingress and these damages will be for the Department's account;
 - The unauthorized opening of the equipment by any other person;
 - Alterations carried out to the equipment by any other person;
 - Use of the equipment other than those defined in this contract;
 - Maintenance, repairs, servicing or replacement of product carried out by companies other than the Supplier;
 - Failure by the Department and/or the Municipality to implement recommendations in respect or solutions to faults advised by the Supplier provided first that such recommendations had been agreed to between the Parties;
 - Damage created by companies other than the Supplier;
 - Transportation and disbursement costs incurred by the Supplier and their supporting contractors which related to AFC project will be for the Department's account; and

- The procurement of EMV GM branded cards will be for the Department's account, with a minimum order of 10 000 (ten thousand) cards with a 12-week lead time from ordering.

3.5.10 Replacement of Hardware

- The Supplier will endeavour to repair and replace defective equipment within 24 (twenty-four) hours and will not extend this to over 72 (seventy-two) hours; on condition that the replacement equipment is within the 10% of backup equipment on hand.
- The Supplier undertakes to keep a minimum of 10% back up equipment in the George area to attend to any potential replacement of such equipment as and when required.
- Optima printers are regarded as a consumable and the replacement of these printers will be for the Department's account.
- The ticketing equipment will not be covered by the warranty if damages are caused by water ingress and these type of water damages will be for the Department's account.

3.5.11 Location of maintenance sites

- The Supplier will undertake the maintenance of the equipment at designated locations, as determined by the Department and/or the Municipality and shall be provided with sufficient premises at such location to conduct the necessary maintenance work.
- The Department and/or the Municipality shall make provision for such premises at these sites and shall ensure that it has sufficient ventilation, electricity, access to water as well as adequate work desk facilities as well as a fixed network point.

3.5.12 Paper Rolls

- The Parties record that Thermal Paper rolls are required in the equipment and that these rolls are to be supplied at market related prices. Furthermore, the paper rolls used in the equipment are specifically imported and manufactured for the Optima ETM in Europe and that this is the only paper that can be used in the equipment.
- The Parties record that a minimum number of 50 boxes, containing 100 paper rolls per box, shall be ordered in advance and stored at the Municipality's offices or GIPTN office due to the ticket paper being imported and because of possible shipping delays from the overseas supplier.
- The cost of the paper roll which is regarded as a consumable will be for the account of the Department and/or the Municipality.
- The sourcing of paper rolls has a lead time of 90 days in advance from ordering.

3.5.13 Training

- The Supplier will provide training on the equipment and Automated Fare Collection to all drivers, cashier and back-office staff as well as any additional individuals identified by the Department and/or the Municipality of the system in George.
- The Supplier will ensure that in-classroom training will be provided as well as the provision of the necessary training manuals. GIPTN or the municipality to provide a training room facility with adequate power supply, lighting and ventilation for training.
- Once the initial training is provided any additional training needs by the Department and/or the Municipality will be charged at an hourly rate as stipulated in the pricing schedule. In this event, where trainers are required to travel to George, all cost related to traveling, accommodation, car hire and any other disbursements will be charged separately.
- Additionally, the Supplier will provide training and support to a dedicated GIPTN staff member (on a train-the-trainer basis) and this GIPTN staff member will act as a coach to assist other staff members with product training.

3.5.14 Exclusions

The Supplier's obligations shall exclude the following:

- Repairing or replacement of Cabinets, Motherboards, TFT Touch Panels, thermal heads, printers, antennae, GPS/ GPRS devices, base plates and blown power supplies, that have been damaged, other than fair wear and tear thereof;
- Unauthorized opening of product by the Municipality staff or its agents;
- Alterations carried out to the product by the Municipality staff or its agents;
- The fact that the product has been used for purposes other than those defined in the purchase agreement, or, if the product has not been used in agreement with the instruction contained in the documentation provided, subject to changes made by the Supplier and agreed to between the parties;
- Maintenance, repairs, servicing or replacement of product carried out by companies other than the Supplier;
- Failure by WCMD and the Municipality to implement recommendations in respect or solutions to faults advised by Supplier provided first that such recommendations had been agreed to between the Parties;
- Damage created by other supplier whether accidental or not;
- Any external third party connection outside their control;
- Local PCs, operating system and networking within the Municipality;
- SIM cards;
- Transport cost for the Supplier and their suppliers outside George, related to project will be for the Departments' account;
- Optima printers are regarded as a consumable and the replacement will be for the Department's account;
- Warranty does not cover damages on equipment with water ingress and these damages will be for the Department's account;
- Additional related services as agreed between the parties and issued as change events as made provision for in the contract.

3.5.15 Information Security Compliance Requirement

- Upon award of the contract, the successful bidder must obtain and maintain the necessary compliance of the proposed systems and associated services with industry-recognized information security audit standards, specifically **ISO/IEC 27001** or **SOC 2 (Type II preferred)**.
- Bidders should make appropriate provision within their proposals to achieve and maintain this compliance for the duration of the contract.

3.6 IVT Category 6: Insurances and maintenance applicable to all IVT Categories

3.6.1 Exclusions due to GMT/Mobility being self-insured

As an organ of State GMT/Mobility does not insure any assets, and the Supplier is required to indemnify the Purchaser against any claims for damage or loss of installed IVT equipment and systems and to carry adequate insurance against the following non-exhaustive list of potential risks:

- Any damage caused to the Supplier's equipment, outside the direct control and scope of influence by the Supplier;
- Any Act of God, force majeure or similar man-made event outside of the control of any of the Parties;
- All damage caused as the direct or indirect result of any act of tampering, vandalism or malicious damage caused by GMT/Mobility or its Client institutions;
- All damage caused as a result of a vehicle crash when the vehicle was driven by GMT/Mobility or one of its Client Institutions in the scope of their duties;
- All damage caused by fire, theft or flood;
- All damage caused as a direct or indirect result of civil or political unrest or any like event;
- Any damage caused as a result of the ingress of any fluid penetrating the equipment

3.6.2 Repairs and maintenance of existing GMT/Mobility IVT equipment

As and when required, the Supplier will be asked to provide quotations for repair and maintenance of existing GMT/Mobility-owned IVT equipment and installations (including batteries), and to undertake the necessary remedial action on approval of such quotations. Such requests will be issued via a Purchase Order quotation.

3.7 IVT Category 7: IVT Equipment Asset Register and Asset Management

3.7.1 GMT/Mobility Asset Register and Asset Management overview

All devices and equipment purchased under the umbrella of IVT in the past and envisaged during the execution of this contract become assets upon purchase which are recorded in the Mobility Asset Register, and monitored/managed/updated on an ongoing basis for their life cycle until their ultimate disposal. The entire process of information gathering and updating, from acquisition to disposal with all steps in between, must be managed by the Supplier on behalf of GMT/Mobility in accordance with the requirements, processes and procedures as set out in this section.

Please Note: The information presented in this section of the Scope is to give the bidder a clear overview in terms of the logistics and risk management associated with managing the information flow process of IVT assets during the execution of this contract, to enable sensible risk-pricing for this service.

Asset management itself is an internal process managed by GMT/Mobility staff, but for the flow of IVT asset information (information gathering, updating, verifying, etc) required by GMT/Mobility for an effective and efficient IVT asset management process, the Supplier is best positioned in terms of access to the vehicles and IVT equipment to be able to provide the necessary data. To this end, the information flow process is encapsulated in the steps as described below, and will require capturing data and information on prescribed forms, examples of which are included in the Appendix to this document. The actual information flow is meant to be digital, as part of the systems integration process required for this contract.

3.7.2 Business requirements for IVT asset management

The business requirements in terms of information flow for GMT/Mobility's asset management process can broadly be described as comprising the following actions:

- **Adding** IVT equipment to the asset register, meaning adding (creating) new assets on GMT/Mobility's GoFin system, utilising an "IVT Addition form", an example copy of which is included as Annexure H1 in the Appendix to this document. The IVT Addition form needs to be accompanied by all the relevant supporting documentation i.e. invoices. The service provider must obtain GMT/Mobility numbers and barcodes from the appropriate Supply Chain unit to mark the assets;
- **Moving** IVT assets from one vehicle to another vehicle. In the case of the IVT assets being removed from a vehicle to another vehicle, the process will require an "IVT movement form" to update the "Fitted on" GG number / location of the asset on the GoFin system (example of movement form is attached as Annexure H2 in the Appendix to this document).
- **Transferring/returning** IVT assets which are not assigned to a specific vehicle but rather to a specific individual, from one person to another or back to GMT/Mobility. At this time there is no specific form for the transaction included in the Appendix, but will be issued during the execution of the contract. Most of the data field will in essence be the same as the previous form.
- **Disposing** of IVT assets. When a vehicle is disposed then the IVT assets will usually also be retired on GMT/Mobility's system, unless they can be redeployed to another vehicle. (Normally when a "parent" asset is retired the "child" asset will automatically be retired as well.) However, in this case the IVT assets are recorded separately and therefore GMT/Mobility will require capturing a "IVT Asset Disposal Form" with supporting documentation to action on GMT/Mobility's system (example provided as Annexure H3 in the Appendix to this document).
- **IVT asset stock counts** twice a year to verify the physical existence and condition against the system and update it accordingly. Stock counts (including submission of the results) have to be completed on 30 September and 31 March of each year. An example stock count form is included in the Appendix to this document, as Annexure H4.

For information purposes a copy of the structure of the GMT/Mobility IVT Asset Register is also included in the Appendix to this document, as Annexure H5.

Please note that although the example forms provided in the Appendix are in physical document format (in this case PDF, exported from MS-Excel spreadsheets), the intent is for these forms to be integrated as capturing screens into the overall IVT management system by the Supplier.

3.7.3 Pricing for IVT asset management actions

In terms of pricing for this part of the service, the bidder is required to provide a single RATE per vehicle per month for IVT equipment installed in vehicles, and personally issued equipment not assigned to a vehicle as per the illustrative quantities in the Price Schedule of this document. These rates are also subject to annual price escalation for inflation, along with all the other supplied rates.

3.7.4 Information Security Compliance Requirement

- Upon award of the contract, the successful bidder must obtain and maintain the necessary compliance of the proposed systems and associated services with industry-recognized information security audit standards, specifically **ISO/IEC 27001** or **SOC 2 (Type II preferred)**.
- Bidders should make appropriate provision within their proposals to achieve and maintain this compliance for the duration of the contract.

3.8 IVT Category 8: Transition from previous to new IVT contract

3.8.1 GMT/Mobility IVT transition from previous to new contract

In-vehicle technology and related services are currently operating in an existing IVT and related services contract (referred to as the "previous contract" in this document), with the intention of this contract becoming the "new contract" upon award to the successful bidder.

The IVT and related services currently performed are business-critical to GMT and Mobility, and continuity of same must be seamless with zero impact on the service during implementation of the new contract. There can be no interruptions in the service in any way while the service is transferred to the new contract.

The nature of the service requires that provision is made for a transition period during which the service is transferred to the new contract and, if applicable, a new service provider. This means that there will be a period of overlap between the previous service provider and the new service providers' services, to enable uninterrupted continuation of the service while the vehicles and other assets are fitted with either newly-leased equipment from the new Supplier, or currently owned equipment is integrated into the system/s of the new Supplier and WCMD under the new contract.

3.8.2 Transition operations

In essence, the transition process will comprise two (2) distinct operation types, viz.

- Uninstalling tracking-, anti-theft- and related equipment (e.g. panic buttons) currently leased from and owned by the previous service provider and replacing with same or similar equipment to be leased from the new Supplier, including full integration with the new Supplier's and WCMD systems until the transition process is complete; and
- Integrating all other equipment owned by GMT/Mobility (including inter alia ANPR/LPR cameras, etc. as specified elsewhere in this document), into the Supplier's and WCMD's systems until the transition process is complete and the service is fully rendered by the new Supplier.

Given the number of vehicles in the GMT/Mobility fleet (described below) it is clear that a phased approach and sufficient time will be required to transition all vehicles and other assets to the new Supplier, including time to acquire new equipment, installing same and performing integration and testing before commissioning into the new service.

3.8.3 Vehicles and other assets to be transitioned

The complete GMT/Mobility fleet (owned and non-owned) managed under this contract comprises the following:

- GMT general fleet (**4777** vehicles distributed across the Western Cape);
- Traffic patrol and -enforcement vehicles (**435** vehicles distributed across the Western Cape);
- Emergency- and rescue (including FPS) vehicles (**636** vehicles, distributed across the Western Cape);
- VIP vehicles (OCJ- **104** and GMT VIP **29** vehicles, distributed countrywide);
- The GoGeorge bus service (**133** buses, located in George);
- The Golden Arrow bus service (GABS) (**1103** buses, located in the Cape Metro area); and
- Various other assets such as trailers, light towers, etc (**76** assets).

In total, approximately **7300** vehicles and other assets will be subject to the transition process.

3.8.4 Provision of transition facilities/work spaces/holding areas

The Supplier will be required to provide facilities/work spaces/holding areas for performing the transitioning work, suitably located throughout the Western Cape Province to ensure minimum

travel distances for vehicles to be transitioned, and suitably equipped to ensure a fast and efficient transition process.

3.8.5 Transition technical teams (personnel)

The Supplier will be required to provide the technical teams (personnel) to effect and manage the transition process, over and above the regular contract- and project personnel required for general operation of the contract and service. The teams should be sufficient in size and level of expertise to be able to complete the transition within the period specified below.

3.8.6 Transition period and logistics

Due to the fleet size and logistical challenge/s which may be encountered, it is estimated that a transition period of 12 months should be sufficient to effect the complete transition. Therefore, the Supplier must ensure that the facilities/work spaces/holding areas and allocated technical teams will be to be up to the task for completing transition within the 12-month period.

3.8.7 Contract operation during transition

Upon award of this contract, the Supplier shall fully assume the responsibility for execution of the service in accordance with the contractual requirements and remuneration in accordance with the Price Schedule. The procedure to be followed is proposed to be the following in broad terms:

- The Supplier will be required to enter into a subcontracting agreement with the previous service provider to continue with the IVT and related service for all vehicles which have not transitioned to the new contract. This agreement will be in place until such time as the transition is effected for all vehicles, whereafter it will come to a close.
- The Supplier will be remunerated from day one for the full IVT service for all vehicles under this contract, irrespective of any vehicle's transition status. This will be subject to the Supplier successfully entering into the subcontracting agreement with the previous service provider as envisaged above.
- The Supplier shall pay the previous service provider in accordance with their agreed subcontracted monthly service charges for any and all vehicles not transitioned, until such time as transition is completed for any vehicle, after which the Supplier is no longer liable to pay the subcontractor for that vehicle.
- In the event that a subcontracting arrangement as envisaged above cannot be successfully concluded within a period agreed to by the Supplier and Purchaser, the Purchaser shall notify a change event in terms of SCC Clause 2.6 of this contract, and the matter shall be addressed in accordance with the outcome of the said change event.

3.8.8 Transition plan and programme

The Supplier must provide the Purchaser with a detailed draft transition plan and programme within 4 weeks of award of this bid. The Purchaser will review the submitted plan and programme, and will engage with the Supplier to finalise and approve the submission. From 3.8.7 above it is clear that it is in the best financial interest for the Supplier to effect the transition as speedily as possible, to avoid having to pay the subcontracted previous service provider for IVT services rendered for non-transitioned vehicles, for an unnecessarily long period of time.

3.8.9 Pricing for the transition

Pricing for the transition is made provision for in the Price Schedule of this document. Pricing for the transition of any vehicle irrespective of the transition operation type, and inclusive of all overhead costs such as but not limited to the facilities/work spaces/holding areas and technical teams, to be reduced to a once-off transition cost per vehicle/asset, payable upon confirmed transition of vehicles/assets.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

4. Constraints and additional conditions for delivering the AFC/ABT service

4.1 Background and historical context: AFC/ABT and GoGeorge

- A. The Western Cape Mobility Department (the "Department") and the George Municipality have entered into an intergovernmental agreement as well as a financial agreement for the implementation of the George Integrated Public Transport Network (GIPTN).
- B. The Department is primarily responsible for procuring and implementing the Integrated Fare Management System for the GIPTN as provided for in the intergovernmental agreement.
- C. The Department has procured the services of the current service provider (whose service is to be replaced by this new contract) in terms of Limited Bid Ref. number L047/23 to provide the AFC system for the GIPTN.
- D. The Department in consultation with the Municipality has agreed to appoint the current service provider (and its subcontractors) to implement the AFC system.
- E. The Department and the Municipality has authorised the current service provider to conclude the necessary financial and banking arrangements with Standard Bank of South Africa Limited ("Standard Bank") in order to implement the AFC system that is required in George.
- F. The Supplier will conclude separate Merchant Agreements with Standard Bank in order to document to financial and banking arrangements to enable continuity and the operability of the AFC system for the GIPTN in George.

4.2 Additional definitions pertaining to the AFC/ABT service

- **"Acceptance"** means the formal acceptance as evidenced by a Certificate of Completion issued and signed by the Department of the commissioned equipment at a Site at the satisfactory conclusion of the installation, provisioning and integration Department;
- **"Authorised Representative"** means a person assigned by each Party to fulfil the role of the Party's authorised representative under this Agreement from time to time;
- **"Best Industry Practice"** means the exercise of that degree skills, diligence, prudence and foresight which would reasonably and ordinarily be expected from time to time from a person skilled and experienced in AFC or Integrated Fare Management installation and management;
- **"Business Day"** means any day other than a Saturday, Sunday or statutory public holiday in Republic of South Africa;
- **"Calendar Day"** means any day of the week and includes weekends and statutory public holidays in the Republic of South Africa;
- **"Calendar Month"** means the period of time that begins on the 1st (first) Calendar Day of any given month and shall consist of the number of Calendar Day in such month, ending on the last Calendar Day of the same month;
- **"Certificate of Completion"** means a document issued and signed by the Department that acknowledges and constitutes Acceptances;
- **"Date of Acceptance"** means the date on which an Acceptance is made by the Department by issuing a Certificate of Completion, or such other document, as the case may be, to signal formal Acceptance;
- **"Deliverable"** means documentary evidence, whether written or electronic, that the work done to achieve a milestone has been performed, including Certificates of Completion, project

plans, implementation plans, evaluations, gap analyses, business requirements documents, proposals, test results, Certificate of Completion, or any other documentation that provides evidence that the particular service has been satisfactorily completed or provided;

- **“Documentation”** means any documentation relating to the service, including warranty cards, warranty certificates, warranty terms and conditions, project plans, functional specifications, technical specifications, design and templates, technical manuals, training manuals, user manuals, flow diagrams, file descriptions, installation specifications and plans, and other information that describes the function and use, or is reasonably required for the efficient use, of any service, including descriptions of the configuration of hardware required to use such services, whether written or electronic;
- **“Emergency Repairs”** means the urgent repair of the equipment that are either damaged or not operating optimally, sufficient to restore service as quickly as possible after an incident;
- **“Equipment”** means all goods and services as described in the Specifications for service to be rendered (Annexure B), AFC Business Rules (Annexure C) and the Technical Specifications (Annexure D), including, but not limited to, the AFC Equipment, which will be installed on the vehicles used for the GIPTN;
- **“Intellectual Property”** means all computer programmes, software, source code, object code, programmer interfaces, specifications, operating instructions, compilations, lists, databases, systems, operations, processes, methodologies, technologies, algorithms, techniques, methods, designs, circuit layouts and mask-works, plans, reports, data, works protected under the Copyright Act of 1978, works of authorship, video recordings, audio recordings, photographs, models, samples, substances, trade secrets, formulae know-how; show-how confidential information, concepts and ideas of any nature (including of a technical, scientific, engineering, commercial, strategic, financial, marketing or organisational nature), inventions, discoveries, drawings, notes, manuals, documentation, training materials, job aids, trademarks, service marks, logos, slogans, corporate, business and trade names, domain names, trade dress, brand names and other indicia of origin, regardless of whether Intellectual Property Rights actually exist in any such items, and any other tangible or intangible items in which Intellectual Property Rights may exist, and include all Intellectual Property Rights in any of the foregoing set out in this clause;
- **“Intellectual Property Rights”** means all intellectual property rights of whatever nature, including:
 - (i) all patents and other patent rights, including divisional and continuation patents, utility modes;
 - (ii) rights in and to inventions, whether patentable or not;
 - (iii) rights in trademarks, service marks, logos, slogans, corporate, business and trade names, trade dress, brand names and other indicia of origin;
 - (iv) rights to design, topography rights, rights in circuit layouts and mask-works;
 - (v) copyright, including all copyright in and to computer programs;
 - (vi) rights in internet domain names, reservations for internet domain names, uniform resource locators and corresponding internet sites;
 - (vii) rights in databases and data collections; and
 - (viii) know-how, show-how, trade secrets and confidential information, in each case whether or not registered and including applications, continuations in part or per division, renewal and re-issuance, continuations, continuations in part or per division of, any of these and the right to apply for any of the foregoing, all claims for past infringements, and all rights or forms of protection of a similar nature or having equivalent or similar effect to any of these which may subsist anywhere in the world.
- **“Persistent Breach”** means:
 - (i) a breach of a material payment obligation (other than for an erroneous invoice in terms of this contract);
 - (ii) a breach which has occurred on at least three (3) separate occasions in any twelve (12) months rolling period;
 - (iii) each of the three (3) individual breaches referred to above was not timeously remedied in accordance with the provisions of this contract; and
 - (iv) each of the three (3) breaches referred to above remained unremedied after thirty (30) calendar days after the Supplier gave written notice of such breach to the

Head of the Department and the Head Official of the WCG Treasury. The aforesaid notice shall set out, in reasonable detail, the background of the breaches and describe precisely the action that the Supplier intends to take if the breaches in question are not remedied with thirty (30) calendar days of receipt of such notice.

- **“Routine Maintenance”** means preventative and corrective maintenance work undertaken on a planned basis on the Equipment, so as to maintain its optimal performance and maximise its availability;
- **“Service Provider”** means the Supplier; and
- **“Services”** means the AFC system services as outlined in this document;
- **“Site”** means the vehicle depot utilised in George for the GIPTN or site identified by the Department and/or the Municipality;
- **“VAT”** is an acronym for “Value Added Tax” levied in terms of the Value-Added Tax Act 89 of 1991;

Words and expressions defined in any text shall, for the purpose of that text, bear the meaning assigned generally to such words and expressions in that text.

4.3 Relationship of the Parties

- The Supplier is appointed as an independent contractor, and not as an employee, and at all relevant times during the currency of this contract no employer / employee relationship shall exist between the Parties.
- The Department shall not be liable for any injury, loss or damage directly or indirectly incurred by the Supplier or its resources, as an independent contractor, arising out of or in connection with the services rendered by the Supplier in accordance with this contract.
- The Supplier may employ subcontractors for the execution of any portion of its obligations under this contract, but such subcontracting shall not relieve the Supplier of its obligations under this contract and the Supplier shall remain liable for any acts or omissions of such subcontractors. The Supplier shall further ensure that all subcontractors perform in terms of all applicable provisions of this contract.
- Nothing contained in this contract shall be construed as creating a company, close corporation, joint venture, partnership or association of any kind, between any of the Parties; nor is anything contained in this contract to be construed as creating or requiring any continuing relationship or commitment on a Party's or its affiliates' behalf with regard to the other Party and its affiliates other than as specifically set out herein.
- Unless expressly authorised by this contract, neither of the Parties (nor their respective agents) shall have the authority or right, nor shall any Party hold itself out as having the authority or right, to assume, create or undertake any obligation of any kind whatsoever, express or implied, on behalf of or in the name of the other Party.

4.4 Reporting and levels of AFC/ABT service to be rendered

- The Services shall be performed in a professional and impartial manner.
- The Supplier itself or via its subcontractor(s) shall provide feedback to the Department at progress meetings convened by the Department. The frequency of these meetings shall be determined by the Department.
- The Supplier itself or via its subcontractor(s) shall submit a written monthly evaluation and/or progress report to the Department in respect of the Services.
- The Department reserves the right to request additional information pertaining to any matters or issue raised in or relevant matters or issues omitted from a report.
- The Supplier and or its subcontractor(s) should provide a wide variety of reports relating to the George AFC/ABT System as per the contract.
- The Supplier or via its subcontractor(s) agrees to attend any further meetings at the reasonable instance and request of the Department to discuss matters pertaining to this contract.
- The Supplier itself or via subcontractor(s) shall keep minutes or an action list of activities in respect of each meeting and shall make same available to the Department.

4.5 AFC/ABT obligations of the Supplier

4.5.1. General

The Supplier shall:

- Exercise reasonable skill, care and diligence in performing the services;
- Ensure that the Services are performed in accordance with deliverables and obligations as recorded in this contract;
- Appoint a person with the necessary skills and expertise to supervise and co-ordinate the performance of the services.

4.5.2. ABT Business requirements

A description of the ABT business requirements is included in the Appendix to this document as Annexure

4.6 Representations and warranties

4.6.1. Services

- The Supplier represents and warrants that for the duration of this contract following Acceptance by the Department, the Services shall conform to and operate in accordance with the specifications as set out in this contract and without material errors or deficiencies.

4.6.2 Work Standards

- The Supplier represents and warrants that it shall perform its obligations under this contract with promptness and in accordance with the standards agreed upon in this contract and at the very least, in accordance with Best Industry Practice.
- Without limiting the generality of the foregoing, the Supplier represents and warrants that it (and including, but not limited to, its employees, agents, representatives, and approved subcontractors) shall have the necessary skills, experience, capacity and knowledge reasonably required to perform the Services in accordance with the requirements set out in the contract.

4.6.3 Equipment

- The Supplier warrants that the Equipment supplied under this contract shall be new, unused, of the most recent and current models and that it incorporates all recent improvements in design and materials unless provided otherwise in the contract.
- The Supplier warrants that, for a period of one (1) year warranty period, from the first day of the Calendar Month following the date of issuance of the Certificate of Completion of the Equipment, such Equipment will perform its intended function and are free from latent defects (arising from design, materials or workmanships, or from any act or omission of the Supplier that may develop under normal use of the supplied Equipment).
- The Supplier acknowledges that during the one (1) year warranty period, the Department may notify the Supplier in writing of any deficiencies noticed in the equipment. Upon receipt of such notice, the Supplier shall immediately take steps to repair or replace such Equipment or parts thereof, without any additional charge to the Department, and in accordance with all warranty conditions.
- The Supplier warrants that the Department shall be the duly registered warranty holder with the manufacturer of the Equipment installed to render the Services. Upon furnishing the Certificate of Completion to the Supplier, the Supplier shall hand over the Department all necessary warranty documentation, including, but not limited to, all documentation the Department might require in order to submit and successfully execute a warranty claim to the manufacturer, in respect of such Equipment. In the event that the manufacturer is not willing to honour its warranty to the Department, the Supplier warrants that it shall take all steps to ensure that the warranty is honoured by the manufacturer, failing which it shall have the relevant equipment repaired or replaced at its cost. This clause shall survive termination of this contract.

- The Supplier warrants and represents that if it achieves any advance in technology that substitutes the current Equipment or Services it shall timeously make such technology known to the Department in writing and if the Department elects to use such new technology at an agreed price, the Supplier shall offer the Services in accordance with the service levels agreed in terms of this contract.

4.6.4 Financial Considerations

- The Supplier represents and warrants that it shall render the Services under this contract in a cost-effective manner.
- The Supplier acknowledges that it shall only with the prior written consent of the Department reschedule or delay installation dates for Service elements or Equipment. Accordingly, the Supplier warrants and represents that no additional charges shall be levied as a result of such reschedules or delays with the exception of currency fluctuations, annual price increases, increase in transportation cost and any increase of capacity required to render that Service at that particular time.
- The Supplier represents and warrants that it and/or its subcontractors shall own (free of all liens and encumbrances) or lease all right, title and interest in and to the tangible or Intellectual Property and technology and the like that the Supplier intends to use or uses to provide the Services, and in and to the related Intellectual Property and any other proprietary rights, or has received appropriate licences, leases or other rights from third parties to permits such use.

4.6.5 No Actual, Pending or Threatened Litigation

- The Supplier represents and warrants that there is no actual, pending or threatened litigation against or affecting the Supplier before any court or administrative body or arbitral tribunal that might affect the ability of the Supplier to meet and carry out its obligations under this contract.

4.6.6 Protecting the Department's and the WCG's Reputation

- The Supplier warrants and represents that it shall not do, nor omit to do anything which would adversely impact on or prejudice the Department's or the WCG's reputation in any way whatsoever.

4.6.7 Non-Infringement

- The Supplier represents and warrants that it shall perform its responsibilities under the contract in a manner that does not infringe any Intellectual Property or other rights of any third party.
- Without derogating from the stipulation above, the Supplier further warrants represents that to the extent that there is any such infringement, the Supplier will, at its option, either:
 - negotiate a licence or other agreement with such third party so that there is no longer any infringement; or
 - modify any infringing item suitably or substitute a suitable item, provided that such substituted item is possessed of no lesser functionality than is the item which is the subject of the alleged infringement.
- The Supplier shall indemnify and hold harmless the Department against any claims that may arise as a result alleging any infringement of any Intellectual Property or other rights of third parties as a result of the Services being rendered or Equipment being provided in terms of this contract.

4.6.8 Authorisation

The Supplier represents those warrants to the Department that:

- it has the requisite corporate power and authority to enter into this contract and to carry out the transaction contemplated by this contract; and
- the execution, delivery and performance of this contract and the consummation of the transactions contemplated by this contract have been duly authorised and approved by the requisite corporate action on the part of the Supplier.

4.6.9 Inducements

- The Supplier represents and warrants to the Department that it has not violated any Applicable Laws or policies of the Department or the WCG which it has been given

notice of, regarding the offering of unlawful inducements in connection with this contract.

4.6.10 Tax Compliant

- The Supplier represents and warrants that as of the Starting Date it is in full compliance with, and throughout the Term shall remain in full compliance with, all Applicable Laws relating to taxation in South Africa. Copies of the Supplier's tax clearance certificate, valid as on the Starting Date, to be submitted (Copies of Tax and BEE Certificates).
- The Supplier further undertakes that it shall annually deliver to the Department its original and valid tax clearance certificates for the then current year.

4.6.11 Occupational Injuries and Disease Act 13 OF 1993

- The Supplier warrants and represents that all its employees (including the employees of any of its subcontractors that may be appointed) are covered in terms of the Compensation for Occupational Injuries and Diseases Act 13 of 1993 and that such cover shall remain in force for the duration of the contract.
- The Department may from time to time request the Supplier to submit documentary proof of the Supplier's (and its subcontractor's) registration and "good standing" with the Compensation Fund.

4.6.12 Pass-Through Warranties

- Without limiting the generality of its other warranty obligations under this contract, with respect to elements or components of the Services purchased or licensed by the Supplier from third parties, the Supplier shall pass through to the Department any warranty provided by such third party, except to the extent prohibited by the terms of such warranty. The Supplier shall not take and shall ensure that none of its personnel takes any action or fails to take any action that may result in the cancellation or diminishment of any such warranties.

4.6.13 Continued Performance

In light of the essential nature of the Services to the Department and the WCG, it is hereby recorded and agreed that the Supplier hereby irrevocably and unconditionally undertakes and warrants in favour of the Department and the WCG that for so long as the contract term endures:

- it shall not disrupt or interfere with the provision or implementation of the Services (whether by means of interdict or otherwise);
- it shall not discontinue the provision of the Services; and
- for any reason including for breach by the Department of any provision of this contract, other than a Persistent Breach.

4.6.14 General

Without prejudice to any specific warranty furnished above, Supplier warrants and represents in favour of the Department that:

- it shall carry out all undertakings (including, without limitation, in regard to technical specifications, pricing and cost reduction) and shall comply with any other requirements outlined in the Specifications for Services to be rendered (irrespective of whether such requirements have been set out in this document);
- It shall (as part of the Services) at its costs obtain, provide and employ all the necessary equipment, licences, permits, infrastructure, means, consumables, materials, services and staff to perform the Services as contracted for in terms of the contract;
- It will perform the Services diligently, in a timely manner, and in accordance with any applicable time schedules set forth in the contract or relating to the Services. The Supplier will promptly notify the Department upon becoming aware of any circumstances (including the Department's failure to perform or to perform on a timely basis, any retained responsibility) that may reasonably be expected to jeopardise the performance or timely performance of any part of the Services (see early warning in the SCC);
- It will, as part of the Services, implement and maintain a robust business continuity plan in accordance with Best Industry Practices and as is applicable to the Supplier's environment that relate to the performance of the Services;

- It will provide the agreed numbers of personnel to meet its Service obligations, and that the personnel that the Supplier assigns to perform the services will be adequately trained and qualified to perform the Services; and
- It shall timeously provide Documentation (to the extent that such Documentation is available) with respect to the Services, and with respect to the Equipment, hardware or software used to provide the Services, that accurately and comprehensively describes the operation, use, functions and features of such Equipment, related hardware and software and include the procedures for exercising such functions and features. Furthermore, it shall maintain and update such Documentation, for the duration of the Agreement so that it remains current. Without limiting the generality of the foregoing, the Supplier shall update the Documentation as soon as reasonably practical following any material changes to such Equipment and related hardware or software so that such Documentation reflects the Equipment, hardware and software as changed.

4.6.15 Further Acknowledgement

- A breach by the Supplier of any warranty, representation or other provision or of any warranty or representation contained elsewhere in this contract, shall be a material breach of this contract which shall confer on the Department the right, in its sole discretion, to utilise any remedy it may have in law or under this contract for the enforcement of the Department's rights.
- The Department has entered into this contract, inter alia, on the strength of the warranties and representations outlined herein and on the basis that these warranties and representations will be correct as at the Starting Date and throughout the contract term.
- Nothing contained in this contract shall relieve the Supplier from its obligation to make those disclosures which the Supplier is in law obliged to make but which are not recorded herein.
- The Supplier shall be obliged to notify the Department as soon as possible if it becomes aware of a fact, circumstance or event which causes, or may cause, any warranty or representation to become untrue, inaccurate or misleading in any material respect.
- Each of the warranties and representation given by the Supplier shall be a separate warranty and will in no way be limited or restricted by inference from the terms of any other warranty or representation or by any other words in this contract.

4.7 Retained responsibilities and dependencies

- The Supplier's non-performance of any particular obligation under this contract shall be excused if, and to the extent, that the Supplier's non-performance is outside it or its sub consultant's control.
- The Supplier shall promptly notify the Department in writing upon becoming aware of any blockages that will hinder its performance.

4.8 Intellectual property and publication

- Nothing contained in this contract shall be construed to confer or be deemed to confer on either Party the Intellectual Property Rights of the other Party.
- Notwithstanding anything to the contrary contained herein, all right, title, and interest worldwide, including all Intellectual Property Rights, of relating to any item Intellectual Property developed pursuant to or in connection with any component of the Services shall vest exclusively in the Department.
- The Supplier shall not publish its rendering of the Services for marketing and advertising purposes without the prior written consent of the Department.

4.9 Insurance

- Without limiting the Supplier's obligation under this contract, the Supplier must have in force, and maintain with a reputable insurance company, insurance cover during this contract, as follows:
 - adequate public liability insurance and which is adequate to cover the Supplier's and its subcontractors' obligation under this contract;
 - worker's compensation insurance in accordance with any relevant applicable laws in the jurisdiction where the services are performed; and
 - adequate cover on all AFC Systems and Equipment.
- Insurance on hardware will cover the damages caused by:
 - Fire, lighting, and explosion;
 - Theft/Robbery of equipment;
 - Damage to Equipment caused by a motor vehicle accident; and
 - Malicious damage resulting due to riots unrest and strikes.
- The Supplier shall lodge all insurance claims in respect of this contract within the period required in the terms of its insurance policies.
- On request by the Department, the Supplier shall produce to the Department, the required evidence that the Supplier has complied with and continues to comply with its obligations under this item 4.9.

4.10 Good faith and cooperation

- The Parties undertake to act at all times with the utmost good faith, goodwill and shall be transparent in all their dealings with each other.
- The Department undertakes to make available to the Supplier, and as soon as reasonably possible after a written request for specific information from the Supplier, all such specific information which is necessary for the Supplier to fulfil its contractual obligations, provided that the Department is in possession of such specific information, that it is reasonably possible for the Department to provide the information to the Supplier and that such information cannot be obtained by the Supplier elsewhere. The provision of this item shall apply, mutatis mutandis, in favour of the Department vis-à-vis the Supplier.

4.11 Subcontractors

- The Supplier may only subcontract any part of the services with the prior written consent of the Department and subject to Applicable Law.
- The Department acknowledges and hereby consents to the Supplier engaging the subcontractors, to assist in rendering the Services.
- Original and valid tax clearance and BBBEE certificates of all subcontractors engaged by the Supplier to render the services will be provided on an annual basis by the Supplier to the Department.

4.12 Compliance with POPI

- The Parties acknowledge their respective obligations to comply with the substantive provisions of the Protection of Personal Information Act, 4 of 2013, which in essence comprises of both Parties allowing the other Party access to records on the condition that the identifiable person (or his or her guardian or curator) to whom the records relate has furnished prior written consent for the disclosure of the records.
- Each party understands and acknowledges that the restrictions and obligations accepted by that other party pursuant to this contract are reasonable and necessary in order to protect the interests of the other party, its employees and claimants and that any Party's failure to comply with this contract in any respect could cause irreparable harm to both Parties, its employees and claimants for which there may be no adequate legal remedy.

- Each party therefore understands and agrees, notwithstanding any contrary provision in any other contract between the Parties, that each Party retains its full rights to pursue legal or equitable remedies in the event of any breach or threatened breach of this contract, and may prevent the other party, any of its agents or subcontractors, or any third party who has received records from that party from violating this contract by any legal means available. Each party further understands that violation of this contract may subject that party to applicable legal penalties, including those provided under POPI and termination of any contracts entered into between The Department and the Supplier.

4.13 Confidentiality and disclosure

- A Party ("Receiving Party") must treat all information and records furnished to it by the other Party ("Disclosing Party"), or arising from the execution of this contract, as confidential. The Receiving Party will not disclose this information to a third party without the Disclosing Party's prior written consent. A Party's confidential information will only be used for purposes of rendering the services in terms of this contract.
- The information and records may also not be disclosed to the employees, agents, or sub-contractors of either Party who do not have a clear need to know. Each Party will impress upon persons to whom disclosure is made the meaning and importance of this clause.
- A Party shall not, without the prior written consent of the other Party, cause any public statement to be made relating to this contract.
- The Parties undertake to adhere to the provisions of clause 5 of the GCC and agree that any records relating to this contract, or which come into existence, directly or indirectly, as a result of this contract, shall only be disclosed to a third party in accordance with the provisions of the Promotion of Access to Information Act 2 of 2000 ("PAIA") or as otherwise agreed in writing by the Parties.
- The above provisions shall however not be applicable when information is requested by the Western Cape Provincial Parliament or any other body exercising oversight in terms of the Constitution, including the Auditor-General in terms of the Public Audit Act 25 of 2004, however, the Department will be guided by the provisions of the Constitution and PAIA when considering and processing such requests.
- This provision shall survive the termination of this contract unless otherwise agreed to in writing by the Parties.

4.14 Indemnity

- Subject to the provisions of item 4.16 below, the Supplier indemnifies the Department against all and any claims which may arise, directly or indirectly, from the rendering of the Services and where such claim was caused by the negligence, violation of any law or breach of this contract by the Supplier, its employees, agents, sub-contractors or representatives or any other cause howsoever.

4.15 Penalties and lieu of penalties

- It is recorded and agreed that, in the event that the Supplier fails to deliver the Services within the period stipulated in this contract, the Department shall be entitled to impose penalties as made provision for by this contract.
- The Department's right to impose penalties shall not in any way detract from the Department's right to follow any processes outlined in this contract.

4.16 Limitation of liability

- Notwithstanding anything to the contrary in this contract, under this contract:
 - the Supplier shall not be liable to the Department, whether in contract, delict, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs; and

- the aggregate liability of the Supplier to the Department, whether in the contract, delict or otherwise, shall not exceed the contract value, provided that this limitation shall not apply to the cost of repairing or replacing any defective Equipment.
- Notwithstanding anything to the contrary in this contract, the limitations shall not apply in respect of any claim that may arise as a result of any criminal negligence or wilful misconduct by the Supplier or in the case of any infringement by the Supplier of any patent rights as contemplated in clause 6 of the GCC.

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

SCHEDULE D1: Contract information required from Supplier

The Purchaser requires the following information pertaining to the work for this contract to be furnished at the time of tender. The tenderer must provide ALL the information as stipulated in this schedule.

Information to be attached as part of this Returnable Schedule are identified and listed in **TABLE 3.2.13: FUNCTIONAL REQUIREMENTS** of the Scope of Goods and Services in this document, and must be clearly identifiable as per the descriptions given in Table 3.2.13. The following solutions must be submitted, omission of ANY ONE of them will make the tender submission difficult/impossible to evaluate or compare to the other bidders, and may render the bid non-responsive.

Documented solutions to be submitted are the following:

FUNCTIONAL REQUIREMENT	DOCUMENTED SOLUTION AS PER TABLE 3.2.13
A: General Requirements	Solution A, Item A5 Solution A, Item A7 Solution A, Item A11 Solution A, Item A13 Solution A, Item A14 Solution A, Item A15
B: Fixed Roadside Installations	No documented solutions required
C: Mobile Systems	Solution C, Item C3 Solution C, Item C4
D: Security	Solution D, Item D1 Solution D, Item D2 Solution D, Item D3 Solution D, Item D6
E: Data Storage	Solution E, Item E2 Solution E, Item E3 Solution E, Item E4 Solution E, Item E5 Solution E, Item E6
F: Import and Export of Data/Information	Solution F, Item F2 Solution F, Item F3 Solution F, Item F4
G: Access to the System	No documented solutions required
H: Software	No documented solutions required
I: Requirements regarding analytical capabilities	Solution I, Item I1
J: Delivery, implementation and follow-up	No documented solutions required
K: Documentation	No documented solutions required
L: Training	No documented solutions required

AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT SERVES AS SIGNATURE FOR THIS SCHEDULE

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL)

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT****Scope of Goods and Services****SCHEDULE D2: Amendments by Supplier**

The tenderer should record any amendments (i.e deviations, qualifications, alterations or modifications) it may wish to make to the tender documents in this Schedule. Alternatively, a tenderer may state such amendments in a covering letter and append such letter to this Schedule.

The tenderer's attention is drawn to the Terms and Conditions for Bidding regarding the Purchaser's handling of material deviations and qualifications. If no amendments are allowed for this tender, the conditions will state so and same would also be indicated in the table below. If amendments are allowed but none desired by the tenderer, this Schedule is to be marked NIL in the table below.

IMPORTANT: No alternative tender will be considered unless a tender free of qualifications and strictly on the basis of the Tender Documents is also submitted.

PAGE / ITEM	CLAUSE / DESCRIPTION

(If not enough space, attach additional pages. If no amendments are desired, mark NIL.)

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL)

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Scope of Goods and Services

SCHEDULE D3: Supplier's schedule of subcontractors and suppliers

The tenderer hereby notifies the Purchaser of the intention to use the following subcontractors or suppliers for work or supply in this contract. Acceptance of this tender does not constitute approval of all or any of the listed subcontractors by the Purchaser. Should any of the subcontractors not be approved subsequent to acceptance of this tender, this in no way invalidates this tender, and the tendered unit rates for the various items of work or supply remain final and binding, even in the event of a subcontractor not listed below being approved by the Purchaser.

WORK TYPE OR CATEGORY	SUBCONTRACTOR OR SUPPLIER (Name, address, contact person, phone, fax, organisation details, experience)	WORK ITEMS (As per Price Schedule)	ESTIMATED COST
TOTAL SUBCONTRACTED AMOUNT (<i>Excluding VAT</i>)			R

(Append separate page if not enough space, or enter NIL if nil)

**AUTHORISED SIGNATURE OF BIDDER AS PER SCHEDULE A1 (BID FORM) OF THIS DOCUMENT
SERVES AS SIGNATURE FOR THIS SCHEDULE**

Number of additional pages appended by the bidder to this Schedule:(If nil, enter NIL)

WESTERN CAPE GOVERNMENT**MOBILITY DEPARTMENT****WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT****Purchase Order**

Pro Forma Purchase Order form for use when the Purchaser requires the Supplier to provide the Goods and Services within a stated period of time

Purchase Order No.....

To.....(Supplier)

I propose to instruct you to provide the following Goods and/or Services

Description and quantity of Goods and/or Services.....

.....

Start date

Order Completion Date

Penalties per day R..... ☐ CSD Registration verified (Please tick

Please submit your price and programme proposals below.

Signed on behalf of PurchaserDate

Total of Prices (inclusive of VAT) for Goods and/or Services on the Price Schedule (details attached) R.....

Total of Prices (inclusive of VAT) for items not on the Price Schedule (details attached) R.....

Total of the Prices (inclusive of VAT) R.....

The programme for the Purchase Order is..... (attached)

Signed on behalf of Supplier:

Signature Name Date

I accept the above price and programme and instruct you to provide the Goods and/or Services for this Order.

Signed by delegated authority on behalf of Purchaser:

Signature Name Date

Purchase Order number assigned as above and issued to Supplier by SCM on behalf of Purchaser:

Signature Name Date

WESTERN CAPE GOVERNMENT

MOBILITY DEPARTMENT

WESTERN CAPE MOBILITY DEPARTMENT (WCMD) INCLUDING GOVERNMENT MOTOR TRANSPORT (GMT): IN-VEHICLE TECHNOLOGY (IVT) AND RELATED EQUIPMENT AND SERVICES: 3/5 YEAR TERM SERVICE CONTRACT

Appendix: Drawings, schematics & annexures

The Appendix to this contract is a separate document, independent of the main contract document (this document) and does not follow, or integrate with, the page numbering sequence of the main contract document. The Appendix contains drawings, schematics and annexures ("items") which are referenced in this document, and which are indicated as included in the Appendix.

PLEASE NOTE:

ALL items which are referenced in the main contract document form part of the complete contract documentation for this contract, irrespective of whether they are physically included in the Appendix or not. It is the responsibility of the tenderer to ensure it acquires and considers all the items referenced in this document in the preparation of the tender, which is the assumption when tenders are evaluated.

The Appendix consists of a total of **156** pages of various sizes and orientation, as a separate document.



**Western Cape
Government**

**Contract MT05/2025:
Government Motor Transport (GMT): In-Vehicle Technology (IVT) Equipment
and Services: 3/5 Year Term Service Contract**

APPENDIX

This Appendix consists of a total of 164 pages, including this header page.

ANNEXURE A: GMT FLEET PROFILE PER VEHICLE TYPE AND ENGINE CAPACITY

TYPE	FUEL/ENGINE CAPACITY	FUEL	QUANTITY
SEDAN	PETROL <1301	Petrol	1
SEDAN	PETROL 1301-1500	Diesel	1
SEDAN	PETROL 1801-2000	Diesel	2
SEDAN	DIESEL 2001-2500	Diesel	4
SEDAN	DIESEL 2501-3000	Diesel	53
SEDAN	DIESEL 3001-4000	Diesel	4
SEDAN	DIESEL <2001	Diesel	136
SEDAN	DIESEL >4000	Diesel	1
SEDAN	PETROL 1301-1500	Petrol	2670
SEDAN	PETROL 1501-1800	Petrol	749
SEDAN	PETROL 1801-2000	Petrol	238
SEDAN	PETROL 2501-3000	Petrol	27
SEDAN	PETROL 3001-4000	Petrol	19
SEDAN	PETROL >4000	Petrol	2
4X4	DIESEL 2001-2500	Diesel	65
4X4	DIESEL 2501-3000	Diesel	410
4X4	DIESEL 3001-4000	Diesel	3
4X4	DIESEL >4000	Diesel	4
4X4	PETROL 1801-2000	Petrol	1
4X4	PETROL 2001-2500	Petrol	3
4X4	PETROL 2501-3000	Petrol	3
4X4	PETROL 3001-4000	Petrol	10
4X4	PETROL >4000	Petrol	6
OCJ 4X4	PETROL 3001-4000	Petrol	1
LDV	DIESEL 2001-2500	Diesel	172
LDV	DIESEL 2501-3000	Diesel	41
LDV	PETROL 1301-1500	Petrol	3
LDV	PETROL 1501-1800	Petrol	4
LDV	PETROL 1801-2000	Petrol	450
LDV	PETROL 2001-2500	Petrol	9
LDV	PETROL 2501-3000	Petrol	23
LDV	DIESEL <2001	Diesel	1
AMBULANCE	16/19 SEATER (LIGHT) DIESEL	Diesel	4
AMBULANCE	9/15 SEATER S/CONVERTED DIESEL	Diesel	1
AMBULANCE	HEAVY 4X4	Diesel	3
AMBULANCE	LIGHT	Diesel	55
AMBULANCE	STANDARD HEAVY	Diesel	248
AMBULANCE	9/15 SEATER S/CONVERTED DIESEL	Petrol	27
AMBULANCE	LIGHT	Petrol	32
AMBULANCE	LIGHT (MINI-BUS)	Petrol	3
TANGO (16 SEATER)	16/19 SEATER (LIGHT)	Diesel	10
BUS	10 SEATER (LIGHT)	Diesel	80
BUS	16/19 SEATER (LIGHT)	Diesel	17

BUS	20/25 SEATER	Diesel	47
BUS	26/35 SEATER	Diesel	10
BUS	36/50 SEATER	Diesel	5
BUS	51/61 SEATER	Diesel	15
BUS	8 SEATER (LIGHT)	Diesel	17
BUS	9/15 SEATER S/CONVERTED	Diesel	38
BUS	LIBRARY	Diesel	4
BUS	10 SEATER (LIGHT)	Petrol	120
BUS	16/19 SEATER (LIGHT)	Petrol	54
BUS	8 SEATER (LIGHT)	Petrol	38
BUS	9/15 SEATER S/CONVERTED	Petrol	26
MOBILE CLINIC	1 TON	Diesel	29
MOBILE CLINIC	1 TON	Petrol	56
MOBILE WHEELCHAIR CONVERSION	BUS 8/14 SEATER CONVERSION	Diesel	20
MOBILE WHEELCHAIR CONVERSION	BUS 8/14 SEATER CONVERSION	Petrol	2
MOTORCYCLES	0 TO 250CC	Petrol	5
MOTORCYCLES	1101 TO 1400CC	Petrol	6
MOTORCYCLES	500 TO 749CC	Petrol	5
MOTORCYCLES	750 TO 900CC	Petrol	1
QUAD BIKES	251 TO 499CC	Petrol	10
PANEL VAN	STANDARD - 1 TON	Diesel	78
PANEL VAN	STANDARD - 1.5 TON	Diesel	1
PANEL VAN	STANDARD - 2 TON	Diesel	1
PANEL VAN	STANDARD - 0.75 TON	Petrol	1
PANEL VAN	STANDARD - 1 TON	Petrol	63
PANEL VAN	STANDARD - 1.5 TON	Petrol	1
PANEL VAN	STANDARD - 2 TON	Petrol	3
TRAILER	0.5 TON	Diesel	7
TRAILER	0.5 TON	None	28
TRAILER	0.5 TON	Petrol	2
TRAILER	0.5 TON		2
TRUCK	4X4 - 5 TON	Diesel	8
TRUCK	CRANE - 7 TON	Diesel	2
TRUCK	LAUNDRY - 7 TON	Diesel	14
TRUCK	STANDARD - 10 TON	Diesel	2
TRUCK	STANDARD - 2 TON	Diesel	2
TRUCK	STANDARD - 3 TON	Diesel	2
TRUCK	STANDARD - 4 TON	Diesel	1
TRUCK	STANDARD - 5 TON	Diesel	7
TRUCK	STANDARD - 7 TON	Diesel	7
TRUCK	TIP STANDARD - 5.5 M	Diesel	1
TRUCK	STANDARD - 3 TON	Petrol	1
TRUCK	STANDARD - 5 TON	Petrol	1
AUCTION VEHICLES			484

ANNEXURE B: GMT FLEET PROFILE PER LOCATION/TOWN

LOCATION/TOWN	QUANTITY
ALBERTINIA	1
ANYSBERG	3
ARNISTON	1
ATHLONE	21
ATLANTIS	12
BARRYDALE	3
BEAUFORT WEST	109
BELHAR	1
BELLVILLE	133
BERG RIVER	1
BISHO	1
BISHOP LAVIS	2
BITOU	1
BITTERFONTEIN	1
BLOEMFONTEIN	19
BONNIEVALE	2
BRAAMFONTEIN	3
BRACKENFELL	70
BREDASDORP	32
BROOKLYN	7
CALEDON	125
CALITZDORP	4
CAPE AGULHAS	14
CAPE TOWN	1600
CENTANE	1
CERES	45
CITRUSDAL	16
CLANWILLIAM	31
CONSTANTIA	1
DE DOORNS	2
DE HOOP	2
DE NOVO	1
DELFT	8
DORING BAY	1
DRAKENSTEIN	6
DU NOON	3
DURBAN	9
DURBANVILLE	2
EAST LONDON	9
EBENHAESER	1
EERSTERIVIER	16
ELANDS BAY	1
ELANGENI	1
ELSENBURG	84
ELSIESRIVIER	9

FISH HOEK	4
GAMKABERG	3
GANSBAAI	6
GAUTENG	13
GEELKRANS	1
GEORGE	209
GOODWOOD	46
GORDON'S BAY	4
GOUKAMMA	2
GRABOUW	13
GRAHAMSTOWN	5
GRASSY PARK	1
GREENPOINT	8
GUGULETU	6
HANOVER PARK	1
HEIDELBERG	3
HEIDEVELD	32
HERMANUS	60
HOTTENTOTS HOLLAND	3
HOUT BAY	3
JACOBS BAY	1
JEFFREY'S BAY	1
JONKERSHOEK	9
KALKBAAI	1
KENSINGTON	3
KHAYELITSHA	84
KIMBERLEY	2
KLEINMOND	9
KLEINVLEI	3
KNYSNA	75
KOMMETJIE	1
KRAAIFONTEIN	17
KROMME RHEE	2
KUILSRIVIER	85
LAAIPEK	3
LADYSMITH	19
LAINGSBURG	40
LAMBERTS BAY	6
LANGA	2
LANGEBAAAN	2
LANGEBERG	1
LANGGEWENS	4
LEEU GAMKA	3
LIMIETBERG	3
LOTUS RIVIER	2
LUTZVILLE	1
MACASSAR	2
MAFIKENG	1

MAITLAND	1681
MALMESBURY	84
MAMRE	3
MIDDELBURG	1
MITCHELLS PLAIN	168
MONTAGU	20
MONTANA	7
MOOREESBURG	18
MOSSEL BAY	71
MOWBRAY	18
MTHATHA	2
MURRAYSBURG	12
MZOMBA	3
NELSPOORT	3
NELSPRUIT	2
NORTIER	1
NYANGA	1
OBSERVATORY	36
OTTERY	35
OUDTSHOORN	106
OUTENIQUA	13
PAARDEN EILAND	5
PAARL	121
PAROW	98
PHILLIPI	10
PIETERMARITZBURG	6
PIKETBERG	24
PINELANDS	94
PLETTENBERG BAY	11
PLUMSTEAD	4
POLOKWANE	1
PORT ALFRED	2
PORT EDWARD	1
PORT ELIZABETH	10
PORT NOLLOTH	1
PORT ST JOHNS	3
PORTERVILLE	13
PRETORIA	16
PRINCE ALBERT	10
RAVENSMEAD	1
RETREAT	30
RIVERSDAL	35
RIVIERSONDEREND	4
ROBBEN EILAND	1
ROBERTSON	42
RONDEBOSCH	7
RUYTERWACHT	3
SALDANHA BAY	16

SALT RIVER	2
SARON CLINIC	1
SEA POINT	1
SIMONSTOWN	1
SOMERSET WEST	62
ST. HELENA BAY	4
STANFORD	1
STELLENBOSCH	48
STILBAAI	4
STRAND	5
STRUISBAAI	2
SWELLENDAM	56
TOKAI	1
TOUWSRIVIER	3
TULBAGH	11
TYGERBERG	86
TYGERHOEK	9
UMTATA	1
UNIONDALE	9
VAN RHYNSDORP	12
VANGUARD	3
VELDDRIF	3
VILLIERSDORP	3
VREDENBURG	74
VREDENDAL	83
WALKER BAY	1
WELLINGTON	4
WOLSELEY	2
WOODSTOCK	4
WORCESTER	224
WUPPERTHAL	1
WYNBERG	23
YZERFONTEIN	5
	6823

ANNEXURE C

GOGEOGE BUSES

The GO George fleet consists of 133 that is located at the George Bus Depot (York Street George)

Types of buses:

- 36 Standard Mercedes - 44-Seater – Diesel
- 33 Midi Mercedes - 39-Seater - Diesel
- 35 Sprinters - Mercedes sprinter – 15-Seater – Diesel
- 29 Standard Man – 42-Seater – Diesel

GoGeorge total 133 Buses operating currently.

GABS BUSES

Below is a breakdown of current make and model in GABS bus located at the GABS Depots in (South Gate, Phillipi, Arrow gate, Multi mech and Toll Gate)

Types of busses:

Vehicle Make (Diesel)	34 Seater	61 Seater	66 Seater	116 Seater	Vehicle Total
MAN A63 18.232 FOC			39		39
MAN A84	22				22
MAN LIONS EXPLORER			937		937
MAN LIONS EXPLORER B/TRAIN				21	21
MAN RR9			20		20
MERCEDES - BENZ			1		1
SCANIA KIB 250 GRAN		20	29		49
VOLKSWAGEN			1		1
VOLVO B7R COMMUTER			10		10
Vehicle Total	22	20	1037	21	1100
Vehicle Make (EV)	37 Seater	66 Seater			
BUSMARK 2000 BYD	2				2
BYD B12		1			1
Vehicle Total	2	1			3

GABS total 1103 buses operating currently.



almex.optima bl
HW4553

Version 1.52

This document and its contents shall not be reproduced or transferred in any form without express permission. Compensation will be claimed for any infringement. All rights reserved in the event of patenting or registration of utility models.

© Höft & Wessel AG 2014
Subject to amendment, errors excepted

Productspecification_almex-optimaBL_152-EN.doc

Handwritten signature and initials. The signature is written in cursive and includes the word "Regal" written below it. To the right of the signature are the initials "Hr" and a large "F".

Table of Contents

1. Introduction	5
1.1 Document Information	5
1.2 Amendment Index	5
1.3 Reference Documents	5
1.4 The almex.optima bl	6
2. General System Configuration Information	8
2.1 Scope of Delivery	9
2.2 Article	9
3. Description of the almex.optima bl and its Modules	11
3.1 System Overview	11
3.1.1 Overview	11
3.1.2 Block Diagram	13
3.2 General Specification	13
3.2.1 System Interface	17
3.2.2 User Interface	19
3.2.2.1 8.0" Touch Display	19
3.2.2.2 Colour Display 5.7" and Keyboard	19
3.2.3 Card Reader / SAM Module	20
3.2.3.1 Contactless Smart Card Reader	20
3.2.3.2 SAM Module	21
3.3 Optional Integral Features	22
3.3.1 Barcode Scanner (probably available as of Q2/2014)	22
3.3.2 USB 2.0 Interface (probably available as of Q2/2014)	22
3.3.3 IBIS Interface (probably available as of Q2/2014)	22
3.3.4 microSDHC Back-up Memory	23
3.3.5 Ticket Hole Punch	23
3.3.6 Lockable Printer Lid	23
4. Accessories	24
4.1 Communication Add-ons	24
4.1.1 GSM/GPRS/GPS Modem	25
4.1.2 GPRS/GPS Windscreen mounted Modem and Receiver	26
4.1.3 Adding Vehicle Location/GPS	26
4.1.3.1 GPS Extension for GSM/GPRS Modem with 3 m cable	26
4.1.3.2 Single GPS Roof Receiver with 4 m Cable	26
4.2 Vehicle Antennas and Antenna Cables	27
4.3 Base Plate bl	28
4.3.1 Wooden Plinth	28
4.4 Power Supply Unit for almex.optima bl	29
4.5 IEC Connector Cable for Power Supply Unit	29
5. Operating System and Software	30
5.1 Operating System	30
5.2 Development Environments and Framework	30
5.2.1 Development Environments	30
5.2.2 Framework / APIs	30
6. Environmental Conditions	30
7. Meeting the Standards	31
7.1 Meeting the Standard EN 50155 for Railway Vehicles	31
7.2 Meeting the Standard EN 60721 for Ground Vehicles	33

8. Annex 36

8.1 Drawings36

8.2 Manufacturer's Address36

Handwritten signature and a circular stamp with the word "Regal" inside.

1. Introduction

1.1 Document Information

Product:	almex.optima bl
Type of document:	Product Specification
Version:	1.52
Author:	MBO Höft & Wessel AG, Hannover, Germany

1.2 Amendment Index

Version:	Chapter	Reason:	Date:	Name:
0.1	All	Original Document Creation	18.01.11	sko
0.2	All	Revision on 1 st Feedback	20.01.11	sko
0.3	All	Revision on 2 nd Feedback	24.01.11	sko
0.4		MicroSDHC replacing SDHC, life cycle base plate	10.02.11	sko
1.0		802.11n option amended	06.05.11	sko
1.1	5.2	Development Environment & Framework APIs	09.05.11	sko
1.2	3.2.1	Serial Port Mode revised	15.02.12	sko
1.3	All	Almex.optima bl – 8" Touchscreen and left/right steered devices and features added	20.02.12	bar
1.51	7.2	Completion standard EN60721 for ground vehicles.	03.12.13	mbo
		Adjusted to German version 1.51	08.01.14	gh
1.52	3.2.1	IBIS interface edited	04.02.14	gh/lin

1.3 Reference Documents

Paper specification	PaperSpec_HW4553_1-0_EN.pdf
User Guide	
Maintenance guide	
Technical documentation	
Communication Add-Ons	General_Radio_Options_2.pdf

04.02.14 • 1.52 5 |
Regal
4

1.4 The almex.optima bl



Fig. 1: almex.optima bl with 8.0" touch display and base plate (here left steered device)



Fig. 2: almex.optima bl with 5.7" VGA colour screen & keyboard, base plate and punch (here right steered device)

The almex.optima bl is an integrated driver-operated ticket printer and on-board computer. It has been designed to meet the specific requirements of the public transport industry. Due to the open WinCE 6.0-based system architecture and the numerous options including flexible interface solutions the almex.optima may be used as an on-board computer.

Due to its compact design, the almex.optima bl is also particularly suitable as a fully integrated vending system in kiosks/sales outlets as well as in local or mobile sales offices.

Advantages of the almex.optima bl:

- Speed up passenger transit through intuitive ease of use and unbeaten contactless card reading and printer performance
- Easy integration into the driver's workplace, optimised to align with assault protection screens due to the vertical passenger interface
- Compact design for minimum impact on the driver's free sight
- DDA compliant and privacy friendly due to a slightly tilted recessed lateral passenger display
- Improved serviceability due to the fast device replacement to ensure for minimum downtimes of the vehicles in case of errors.
- Prepared for contactless Credit Card payment (EMV contactless)
- ITSO/VDV-KA/Calypso standards
- Low profile base plate, may remain installed on bus relocation
- Flexible use on the base of Windows Embedded CE 6.0
- Proven user interface further enhanced:
8" capacitive Touchscreen with an 8" active matrix LED-Backlight SVGA TFT-LCD-Panel
or
Keyboard with 46 tactile keys and 5.7" high brightness VGA colour display
- Extremely fast direct thermal ticket printer with uncompered paper capacity, supporting paper as wide as the length of a credit card. Full or partial cut.
- Optional use of display area for office printed passenger information labels
- Optional integrated ticket punch
- Optional external USB 2.0 Interface
- Optional IBIS Interface
- Optional lockable printer lid
- Multiple external interfaces for peripheral devices
- Flexible configuration to match the vehicle characteristics on the time of installation.

This document describes the almex.optima bl and its available enhancement options and accessories.

2. General System Configuration Information

With respect to the variety of vehicle types and customer requirements there are various options to be selected for a complete system.

Beside the Optima bl basic machine you need to select one item of each of the four following groups to make a complete system:

- Lock:
 - Key Code Standard
 - Key Code Specific
 - Key Code Mixed (all variants with another)
- Steering side:
 - Right steered (Left drive traffic, e.g. UK)
 - Left steered (Right drive traffic, e.g. Continental Europe)
- User interface type:
 - Touch screen, 8" Display
 - Keyboard, 5,7" Display
- Vehicle Power Type:
 - In the event that your busses provide a Permanent Power and an Ignition Control line but no driver accessible power interrupter choose the Levelling Capacitor for covering transient power drop off, e.g. occurring on starting the engine (option: probably be available in Q2/2014)
 - In case you busses provide non-permanent power or you use general power interrupters choose the Rechargeable Battery for allowing the system to save unstored data and shut down in a controlled manner when the vehicle mains power is interrupted

In addition there are some optional accessories you may consider:

- Paper guides in case you intend using paper less wide than 83 mm
- Base plate
- Wooden plinth (for installation on uneven or yet perforated dashboards)
- Ticket hole punch
- Passenger card holder: A card holder clip to stick on the optima's card reading area or the assault screen, allowing to keep the card in the reading range if longer transactions apply
- Combined GPRS and GPS module with antenna and cabling for windscreen mounting



2.1 Scope of Delivery

Unless stated otherwise in a separate written offer refer to the following overview for your individual scope of supply and services. It contains the articles starting with the Höft & Wessel article number referenced and described in this specification.

2.2 Article

Number	Description	available		Scope of delivery	Page
		Left steered	Right steered		
T71620	OPTIMA BL BASIC DEVICE 8" SVGA COLOUR TOUCH SCREEN WITHOUT DRIVER DISPLAY with PXA 320	x			
T71602	OPTIMA BL BASIC DEVICE 8" SVGA COLOUR SCREEN & KEYBOARD WITHOUT DRIVER DISPLAY with PXA 320		x		
T71621	OPTIMA BL BASIC MODULE 5.7"-VGA COLOUR SCREEN & KEYPAD WITHOUT DRIVER DISPLAY with PXA 320	x			
T71621	OPTIMA BL BASIC MODULE 5.7" VGA COLOUR SCREEN & KEYPAD WITHOUT DRIVER DISPLAY with PXA 320		x		
Optional Integral Features					
T71456	NARROW PAPER GUIDE	x	x		13
	BUFFER CAPACITOR	x	x		13
T71452	BUFFER BATTERY	x	x		13
	CUSTOMER SPECIFIC KEY CODE	x	x		13
	STANDARD KEY CODE	x	x		13
	MIXED KEY CODE	x	x		13
T714540	LOCK FOR BASE PLATE	x	x		
Contained in T71620	TOUCH SCREEN 8.0"	x	x		19
Contained in T71621	KEYBOARD AND 5.7" Color-DISPLAY	x	x		19
Contained in standard device	CONTACTLESS CARD READER ISO14443 A/B	x	x		20
Contained in standard device	4 SLOTS FOR SECURITY MODULES	x	x		21
	BARCODE SCANNER	x	x		22
T71543	USB 2.0 MASTER INTERFACE	x			22
	IBIS INTERFACE	x			22
113342	BACKUP MICROSDHC MEMORY EXTENSION, INDUSTRIAL STANDARD	x	x		23
T71451	TICKET HOLE PUNCH	x	x		23

Number	Description	available		Scope of delivery	Page
		Left steered	Right steered		
T71542	LOCKABLE PRINTER LID	x			23
	ITSO SOFTWARE LICENCE				
	EMC CONTACTLESS LICENCE				
	LUMP SUM FOR SIM/SAM INSTALLATION				
	FACTORY PRE-ASSEMBLY OF OPTIONS				
Accessories					
118237	GRPS/GPS MODEM FOR WINDOW MOUNTING WITH 1.2 M CABLE AND ANTENNA	x	x		25
118185	DUALBAND ANTENNA FOR GPRS MODEM WITH GPS EXTENSION INCL 0.2 M CORDS	x	x		26
115749	SINGLE GPS ROOF RECEIVER WITH 4 M CABLE	x	x		26
T71552	BASE PLATE BL	x	x		28
116014	WOODEN PLINTH	x	x		28
E29756	POWER SUPPLY 100-240 V	x	x		29
T25393	POWER CABLE FOR E29756 (EURO)	x	x		29

3. Description of the almex.optima bl and its Modules

Here for example the right steered device with 5.7" VGA colour screen & keyboard

3.1 System Overview

3.1.1 Overview

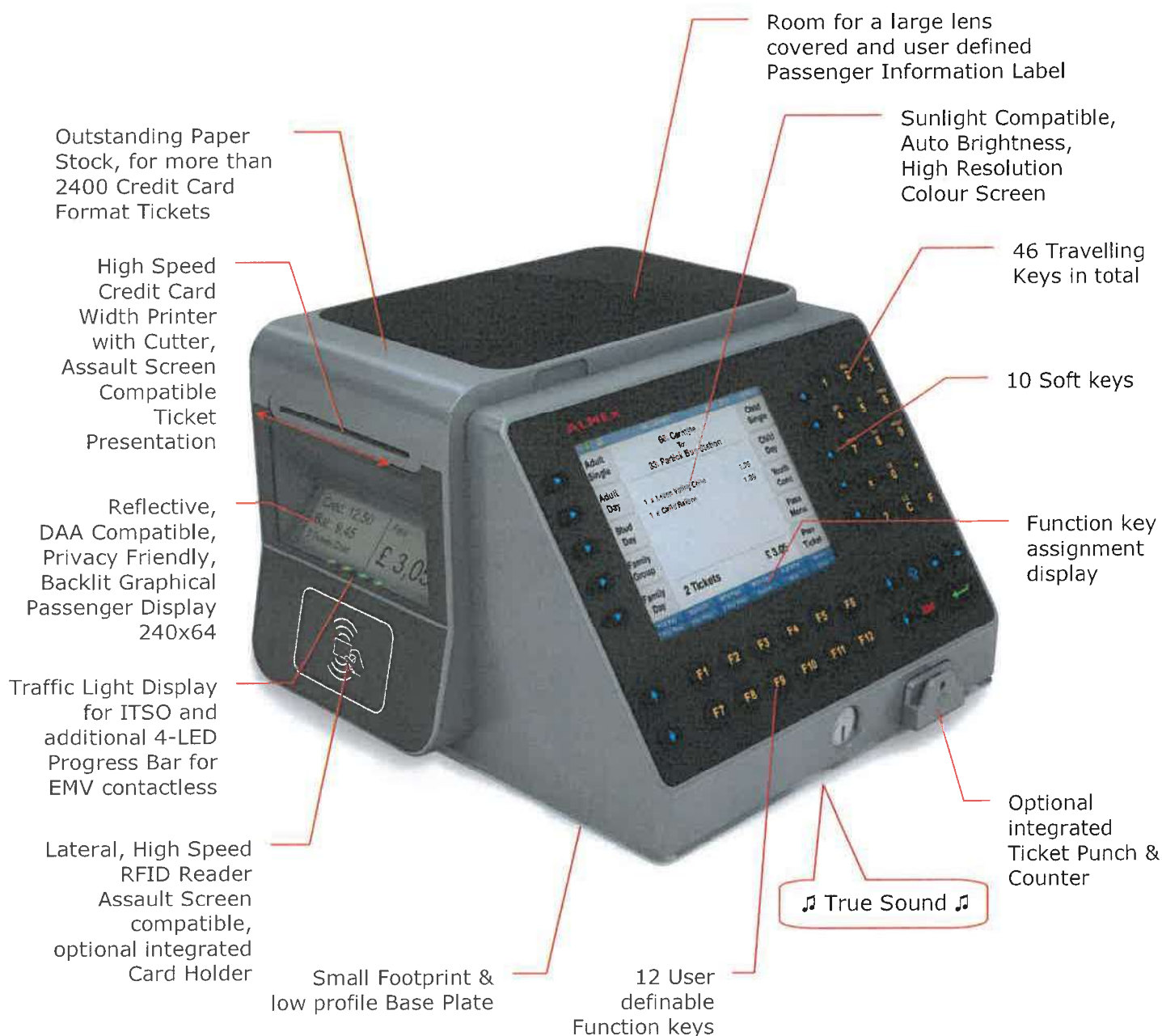
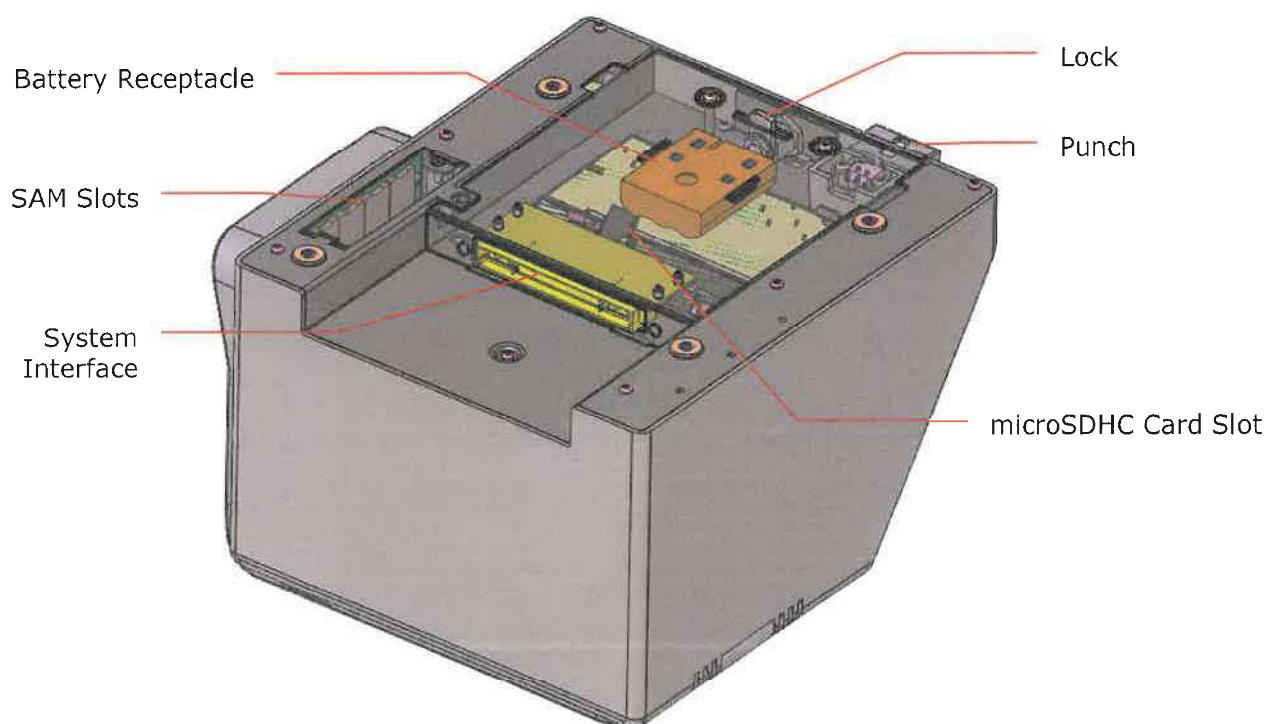
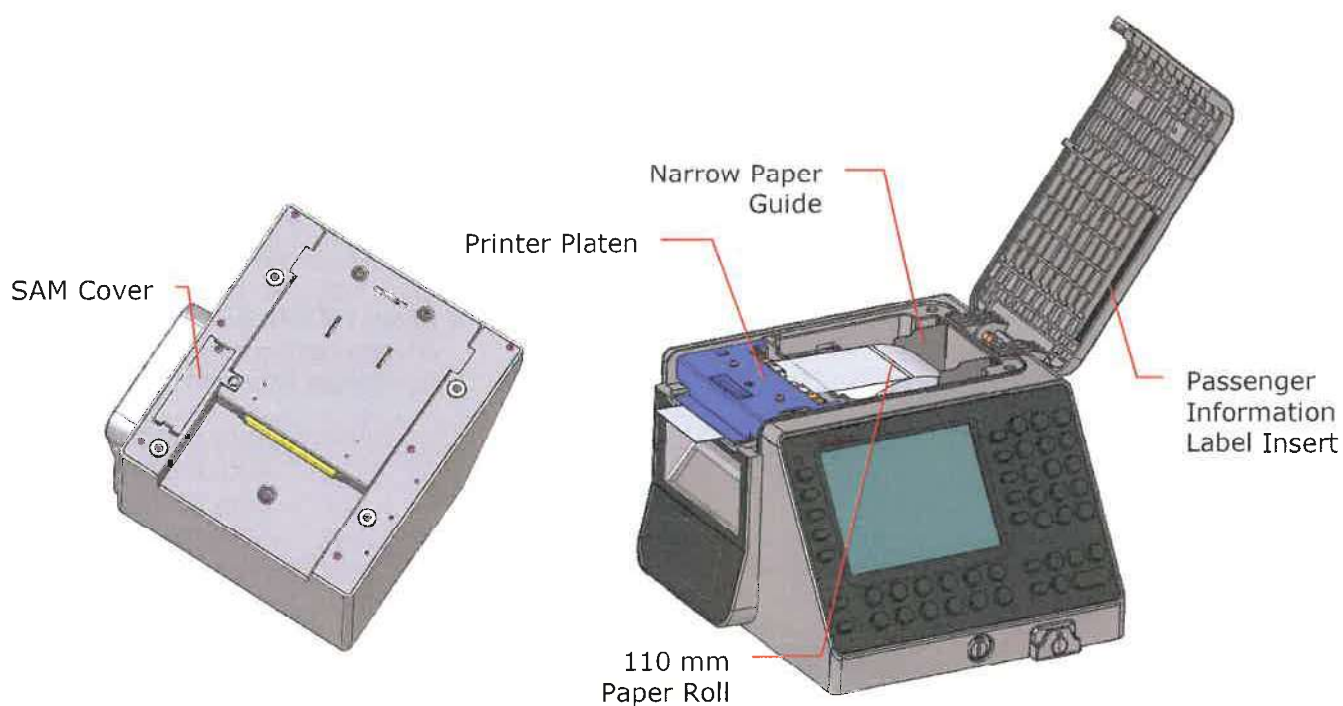


Fig. 3: almex.optima bl- Right Steered, 5.7" VGA colour screen & keyboard, punch and base plate

DESCRIPTION OF THE ALMEX.OPTIMA BL AND ITS MODULES

System Overview



3.1.2 Block Diagram

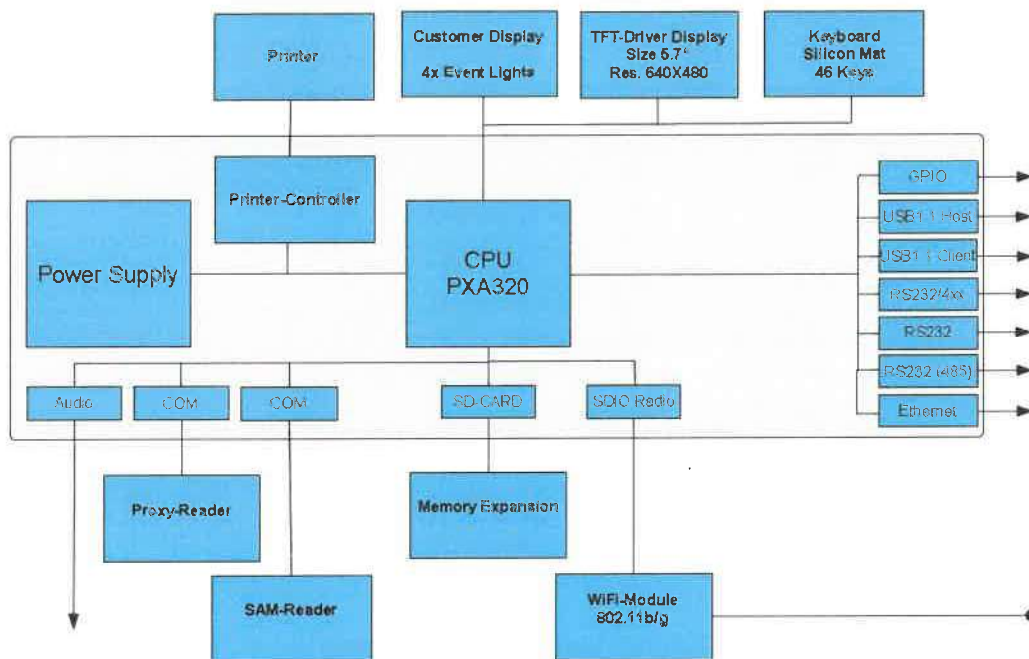


Fig. 7: Block diagram almex.optima bl with 5.7" VGA Colour Screen & Keyboard

3.2 General Specification

This specification contains the data of the almex.optima bl. Specific technical data of individual components can be found in the relevant component specification.

Main features	- Fast mounting mechanism onto a base plate attached to the vehicle (identical key code for all units, individual key code on demand). (2 keys per device contained in scope of delivery). - Snap locked paper tray cover - standard casing, bi-colour RAL 7046 telegrey 2 (matt, microstructure) passenger assembly RAL 9005 jet black, high-gloss - acoustic beep feedback or polyphonic signal with integrated loudspeaker - graphical customer display, 240 x 64 pixels, monochrome, transfective, white backlight for night operation, software controlled brightness and contrast - General Automatic Brightness Control for Main Display, Passenger Display, Keyboard and Card Status LEDs
---------------	--

General Specification

Printer	- 86 mm thermal printing unit, 80 mm image width - Optional Narrow Paper Guide (T71456/0.0) available for paper width 60-86mm - Large paper roll, 110 mm diameter - Print image upside on issue, straight paper path - High-speed graphical printing max. 250 mm/s - Total ticket issue cycle (last key press to presentation): <1 s - Paper weight 60-120 g/m² (thickness 65-125µm) - Resolution: 200 dpi or 8 dots/mm - Software controlled full and partial cut - Manual tear off in case of cutter failure - Paper end sensor - Thermal line durability 50 km, when using the paper according to PaperSpec_HW4553_1-0_EN.pdf
CPU and Memory	- XScale processor PXA320/800MHz/256 MB DDR SDRAM - 1024 MB FLASH memory, secured for at least 10 years - Real-time clock +/- 20 sec/month (network time synch supported) - AC97 sound output - microSD (microSDHC) FLASH extension
Operating system	- Microsoft Windows Embedded CE 6.0 - Open platform
Power	- 24 Volt operation (18-36 VDC) - Current consumption at 24 V - o $\hat{I} < 10A$ - o $I_{nominal, idle} < 2A$ - o $I_{sleep} < 20mA$ - o $I_{suspend} < 200mA$ - secure against polar reversal - Li battery for RTC supply, lifecycle 10 years
User interface	- 8.0". Touch display, see chapter 3.2.2.1 or - 46 travelling key buttons, backlit, auto brightness control - 5.7" VGA Colour Display, see chapter 3.2.2.2
Dimensions	- Device (height x width x depth [mm]): 169 x 227 x 255 - Base plate (height x width x depth [mm]): 16x 226 x 256
Weight	- Printer about 4 kg + base plate 1 kg
Packaging & Delivery	- Each optima bl comes in a disposable cardboard box with up to 30 units on a Euro pallette - Accessories as base plates, locks & keys, antennas, batteries, buffer capacitors, punches, cables etc come sorted in multiple disposable cardboard boxes. The quantity of items per box depends on the size of the item or kit. The parts of a kit, i.e the punch with its mounting screws, will be collected in a plastic bag each. - Each almex.optima bl is delivered with its factory end test protocol, printed by the device itself.

Regal

Mains supply connection	- Standard: Power supply via permanent vehicle battery connection, power controlled by ignition system. Other options see below.
Further equipment options	
Power and Memory Management, Self Latch Function	There are two general options to protect the system against data loss. These options depend on the power supply method on the vehicle: - If there is a permanent connection to the vehicle battery and the ignition control line it is recommended to equip a buffer capacitor. This capacitor will store and deliver energy to balance short power drops as they occur during engine start. The system will consume minimum energy from the vehicle battery even if the bus engine is switched off. When the ignition is switched off the system will source the energy from the vehicle battery in order to transfer any remaining transaction data to the non-volatile flash memory. In such a mode, it is also possible to keep the session data in the RAM. This will allow a quick system start up. This option will be probably available as of Q2/2014. - If the vehicle voltage is only supplied during operation or is occasionally switched off by a power interrupter, the system should be equipped with a rechargeable battery that stores and delivers enough energy to keep the RAM alive for hours and for storing transaction data in the flash memory and shutting down the system in a controlled manner before this internal battery is entirely discharged. A rechargeable battery, however, has a limited life cycle and is recommended periodic maintenance after 3 years. - In order to cover data loss in case of a flash memory crash the microSD-back-up memory option is recommended. Due to the significant impact on the memory management and data saving concept these options shall be specified at the start of the project. The selected power concept may influence the general system performance. See table below to compare the options and assist you to choose your preferred concept.
Key code	- One same standard key for all devices - A customer specific key code is optionally available - Or a non-uniform key for locking/unlocking each optima bl to/from the base plate can be selected; each device comes with an individual key code.

DESCRIPTION OF THE ALMEX.OPTIMA BL AND ITS MODULES

General Specification

Combination	(a) + Permanent Power	(a) + interruptable Power	(b) + permanent Power	(b) + interr uptab le Powe r
Start-up time	++	-	++	0
Maintenance efforts	++	-	-	-
Invest Cost	0	-	0	+
Manufacturer Recommendation	++	-	+	0

We recommend a permanent power connection as it allows the system to be instant on and generates the lowest maintenance efforts due to the abstinence of a battery.

Regal

3.2.1 System Interface

When the almex.optima bl is placed onto the base plate, the interface connector ensures that all vital electrical connections to the vehicle are established. The locking device of the almex.optima bl on the base plate only locks when the final position of the plug contact is reached. A VG strip according to DIN 41612 with the following characteristics is used:

- 2 precentered pins for "blind mating"
- floating bush
- 64 contacts
- 2 pre-mating contacts
- 500 insertion cycles
- reliable gold-plated contact pins

The basic version of the almex.optima bl features the following interfaces:

Serial ports	- 1 x RS232/485/422 (SW configurable) - 1 x RS232 - 1 x RS232 without HW handshake (up to 9600 Bit/s), for external GPS receiver
Digital I/O	- 6 static I/O - Vault Control: high active, low-active, 5V or 24V, switched to GND (OC); SW configured - Integral ticket hole punch counter - Base plate detection interface
WLAN	- Integral dual diversity antenna supporting horizontal and vertical polarisation for best possible range - Supporting 802.11a/b/g/n - Supporting WPA2 - Up to 150Mbit/s - Max. radio range 70-100 m, depending on the position of the almex.optima in the vehicle, the electrical vehicle properties, the view clearance to the access points and the access point performance. - Synchronisation of the real-time clock with the server time possible
LAN interface	- IEEE 802.3 LAN interface - 10/100 MBit/s
USB host interface	- 1 x USB 1.1 on base plate - 1 x USB 2.0 front side connector as an add-on option for left steered machines available
IBIS interface	- In case of an external IBIS converter a serial interface is occupied - In case of an internal IBIS converter no serial interface is required and thus not occupied
Power out	- AUX Power 5V (100mA) GPS - AUX Power 12/24V (1A) SW configured
Sound	- True sound output, not amplified (0 dB)

General Specification

	- Integrated speaker
--	----------------------

Regal
AP
IT

3.2.2 User Interface

One of the following User - Interfaces is selectable.

3.2.2.1 8.0" Touch Display

- Display	- Driver display 8.0" colour touchscreen - Resolution SVGA (800 x 600), 16 bit (65,536) colour resolution - High brightness (up to 500 cd/m² brutto) with LED Backlight for clear readability even in direct sunlight - Automatic brightness control and adjustable contrast - Viewing Angle hor 70°/70° vert 70°/50° - Contrast Ratio 500:1
- Touch-screen	- 8" capacitive touch sensor - Transmissivity min. 90% without buffer layer (this will reduce the brutto display brightness to 450 cd/m² netto)

3.2.2.2 Colour Display 5.7" and Keyboard

- Display	- Driver colour display 5.7"/115 x 86.4 mm (active area - Resolution VGA (640 x 480) x 16 bit (65,536) colour resolution - High brightness (up to 400 cd/m²) for clear readability even in direct sunlight - LED backlight for night operation - Autom. brightness control and adjustable contrast - Shock-resistant screen - Backlight half life 40.000 hrs (brightness decrease to 50% original brightness) - Viewing angle hor. 70°/70° vert. 60°/40° - Contrast Ratio 300:1
Keyboard	- Silicone keyboard: 46 keys, coloured backlight, phone style number keys, 12 function keys, 10 softkeys, stage forward & backward keys, 2x2 page/scroll-up/down, double size bubble coated issue key, ESC, shift, -, *, +, C/CE, F/? - 12 F keys for customer defined functions (e.g. rapid issue, access lock, alternate currency, third system remote control, cashless payment, razzia mode...) - Lifecycle 1 Mio keystrokes - Key size 156 mm², key zone (grid) 256 mm² - Haptic feedback, trigger force 1.5 N - Beep feedback

3.2.3 Card Reader / SAM Module

3.2.3.1 Contactless Smart Card Reader

Contactless chipcard reader 	- RFID Standard: ISO 14443 a/b, - 3 LED traffic light indicator and 4 LED progress bar for card transactions - Reading range up to 80mm - Up to 424 KB/s Note: When a contactless card is processed, a radio connection between two separate electronic transceiver systems (Terminal and card) is established. The effective coupling range results from the performance of both systems. The actual distance range depends on the card type and its quality. Usually, the coupling range is influenced by the following card properties (best performing first): - Card form factor: Credit card > Smart-Tags > Chip Coins - Selected air transfer rate: 106KB/s > 212KB/s > 424KB/s - Card standard: ISO 14443a > ISO 14443b - Card function: Read-only cards > memory cards > microprocessor cards > encrypted microprocessor cards
--	--

3.2.3.2 SAM Module

Processor cards that are e.g. used in the e-ticket area store the data encrypted. For a secure decoding SAMs are required. The almex.optima bl contains 4 slots for the SAM modules.

SAM module	- ISO 7816 ID000 high-speed SAM interface - Module with 4 SAM Slots - Each slot can be configured concerning voltage, clock rate and data transfer rate according to SAM specific limits. SAM-clock 1-10 MHz, SAM supply voltage: Class A (5V), class B (3V), class C (1.8V) - The almex.optima bl is certified for the optional support of several electronic ticket standards (ITSO, EMV contactless level 1). API libraries to support such programs are available on request and are not part of the scope of supply unless explicitly stated in the quotation or order confirmation.
Mechanical design	- All SAM slots are accessible via the machine bottom. When the unit is attached to the base plate the SAMs are not accessible.

3.3 Optional Integral Features

3.3.1 Barcode Scanner (probably available as of Q2/2014)

Barcode scanner	- Integrated CCD imager for scanning of 1D and 2D barcodes - Optical aiming aid (reading field projection) - Proximity detection - Reading support light - Reading of paper tickets and displays (e.g. mobile phones) - Resolution: 640 x 480 Pixels, 256 greyscale - Available 1D barcodes: - Code 11, 39, 93, 128 - Codabar 2 of 5 Interleaved - EAN 8, 13 - UPC A, E0 - further 1D barcodes on request - Available 2D barcodes - PDF417 - Maxicode - Vericode - Aztec code - QR code - further 2D barcodes on request
-----------------	---

3.3.2 USB 2.0 Interface (probably available as of Q2/2014)

USB 2.0 Interface	- Add-on-Option - Accessible from front - Deactivation / activation via service function - Easy to retrofit, prepared for field installation
-------------------	---

3.3.3 IBIS Interface (probably available as of Q2/2014)

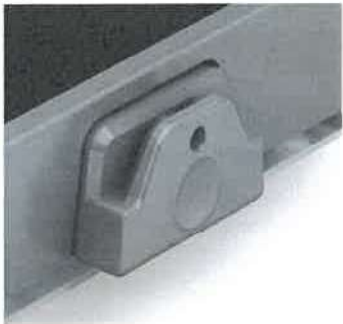
IBIS Interface	- Add-on-Option - Replace / occupy the non configurable external serial RS232 port
----------------	---

3.3.4 microSDHC Back-up Memory

A microSDHC flash memory card up to 32 GB can be added to the system. A later installation is possible if the slot is not occupied by any other option.

Optional microSDHC memory card	- 4 GB SLC back-up memory - Extended industrial operating temperature range T: -20°..+70°C - High speed Read/Write - Accessible from the case bottom, not accessible when the optima bl is attached to the base plate
--------------------------------	--

3.3.5 Ticket Hole Punch

Optional Ticket Hole Punch 	- Integrated in the almex.optima bl - Front operation, always in perfect reach of the driver - Allowing any ticket format - Trigger counter - Worn-out parts simple to replace in the workshop
--	--

3.3.6 Lockable Printer Lid

Key locked paper roll receptacle. Key code differs from the lock for the base plate.

4. Accessories

4.1 Communication Add-ons

The almex.optima bl can be equipped with various communication modules.

If not stated otherwise, mobile phone contracts that may be required are not part of the scope of supply. The operator is solely responsible for covering the risk of undesirable communication fees such as roaming costs and other fees for mobile subscriber lines e.g. by software errors, unintended calls, incorrect configuration, operation close to the network area border, exceeded flat fee data volumes or similar. Please take care to exclude such cost in your respective contracts with your mobile network provider. Höft & Wessel AG refuse liability for any mobile network communication fees.

Solution Selector

Required Features	GPS only	GSM/GPRS only	GSM/GPRS/GPS
Chapter	4.1.3.2	4.1.1	4.1.1 + 0
			4.1.1 + 4.1.3.2
	4.1.2 (with GSM/GPRS deactivated)	4.1.2 (with GPS deactivated)	4.1.2

For further information request the document General_Radio_Options_2.pdf.

4.1.1 GSM/GPRS/GPS Modem

This solution is recommended where the best possible radio coverage and an optimised driver fraud protection are required:

GSM/GPRS modem	- Serial GSM/GPRS Modem for over-head shelf installation - GSM 900/1800 - GPRS class 10 - Power supply and data link via one same cable from optima's base plate (T71550/0.0) - Roof antenna, coaxial cable and mounting required (see accessory) - Providing one SIM card slot - A Headset or a hands-free set for voice communication can be connected to the modem. Controlling and dialing with the optima bl (preconfigured numbers for operator or emergency call supported) - It is optionally possible to support a fall-back operation for the case that the optima bl fails. If this feature is required a separate power supply and a separate emergency call switch is required for the modem. The emergency call number will be permanently stored in the modem. - Note: Voice and data communication are not supported simultaneously. If voice (GSM) services are required during data (GPRS) communication the logical data link is kept but the data transfer is on hold. The data link will be re-established when the voice call is finished.
Automatic vehicle location and positioning (ITCS support)	- GPS module - Simultaneous use of COM port with GSM modem - NMEA compatible - Dead reckoning not supported - RTC synchronisation possible
Antenna	- GMS/GPS dualband antenna with 0.2 m cable separately available for easier mounting

4.1.2 GPRS/GPS Windscreen mounted Modem and Receiver

This is the standard solution for satellite tracking and data communication with minimal installation effort.

GPRS / GPS interface	- Low profile 20 channel satellite / cellular tracking device and Quadband GPRS Modem - Integrated Antenna - Fixed on Windscreen with Vacuum Cup or Glue.
----------------------	---

4.1.3 Adding Vehicle Location/GPS

In addition to offering a vehicle location via a combined GSM/GPRS module it is also possible to use a roof-mounted GPS receiver connected via a serial COM port. Both options support Auto Stage Advance. However, acquiring the geo-data of the stages and the import in the stage and route database is not included and subject to separate agreement. Software for geo-data acquisition with the optima is available on request.

4.1.3.1 GPS Extension for GSM/GPRS Modem with 3 m cable

Automatic Vehicle Locating and Positioning (ITCS support)	- GPS add-on for GSM/GPRS modem - Connected with the optima at a time with the modem. - Sharing one COM interface with the GSM modem - NMEA compatible - Dead Reckoning not supported - RTC Synchronisation possible - GSM/GPS Dual Band Antenna with 3m cords available for reduced installation effort
---	--

4.1.3.2 Single GPS Roof Receiver with 4 m Cable

Determination of position/vehicle locating	- Roof mounted GPS receiver with integrated antenna - Connected with the optima with one cable for power and data - NMEA compatible - Connection cable 4 m - 12 m extension available (118152) - > 2 m distance between GPS receiver and other transmitting antennas on the vehicle's roof are recommended to avoid interferences with reception. - Dead reckoning not supported - Auto stage advance - RTC synchronisation possible - Electronic maps or sat navigation software not included
--	--

Handwritten signature and stamp, possibly reading 'Regal'.

4.2 Vehicle Antennas and Antenna Cables

For an optimal connection of the antenna to the almex.optima bl specific cables are required.

GSM/GPS antenna	- GSM/GPS mount on metal roof - Cable length 3 m
-----------------	--

4.3 Base Plate bl

The base plate is the connection basis of the almex.optima bl in the vehicle. It enables the operator to quickly replace the optima bl in case of failures without any tools. On the base plate, the optima bl is secured against unauthorised removal by a mechanical lock. The inner parts of the optima cannot be accessed when locked on the base plate and the base plate cannot be unscrewed with the optima bl attached to it. Each base plate is delivered with an ID tag for automatic vehicle identification. The new base plate design was optimised to contain as few parts as possible in order to avoid causing failures itself. By simplifying its mechanical design the cost could be lowered to the bare minimum, allowing the viable option of leaving it on when a bus is sold rather than spending work on it.

Base plate 	- To fasten the almex.optima bl - Self catching industrial DIN 41612 connector for case-to-case connections (known from 19" rack systems) - 500 plug/pull cycles - Spring loaded wire clamps - Bottom and rear cable exit - Integrated ID-Tag for automatic vehicle identification as the only active component - Weight about 1 kg
--	---

4.3.1 Wooden Plinth

Wooden Plinth installation aid	- A wooden plate to allow mounting the base plate on an uneven dashboard or where holes from previous installations do not match the new base plate - For raising the optima bl 2 cm - To ease mounting where the bus needs to be accessed from the bottom in order to reach counter screws - Weight about 1 kg
---------------------------------------	--

4.4 Power Supply Unit for almex.optima bl

Power supply	- 100-240 V power supply according to national standards - For kiosk use, workshop use or hot spare operation
--------------	---

4.5 IEC Connector Cable for Power Supply Unit

Cable	- IEC connector cable for 100 - 240 V power supply in accordance with national standards (EURO version) - Usage in connection with power supply unit for almex.optima bl
-------	--



5. Operating System and Software

5.1 Operating System

The almex.optima bl is delivered with Windows Embedded CE 6.0 which has been especially developed by Microsoft for mobile and embedded devices. All product specific hardware drivers are installed according to the selected configuration.

5.2 Development Environments and Framework

The almex.optima bl supports many development environments and frameworks. These are not contained in the scope of delivery unless explicitly stated in quotation or order confirmation.

5.2.1 Development Environments

- Microsoft's Visual Studio 2005 and 2008 for native and managed code development in C/C++
- Microsoft's Visual Studio 2003 - 2010 for development in C#, Visual Basic
- HW 90396 Windows Embedded CE 6.0 SDK for Visual Studio 2005 and 2008

5.2.2 Framework / APIs

- Microsofts Win32 API (C/C++)
- Microsofts MFC (C++)
- Microsofts ATL (C++)
- Microsofts Silverlight for Windows Embedded
- .NET Compact Framework, v1.1, v2.0 and v3.5
- JAVA JRE's from IBM, SUN, NSICom etc.
- Qt
- almex.ticketing Framework

APIs to select internal components like 2D imager, printer, RFID reader, chipcard reader, SAM reader, customer display etc.

6. Environmental Conditions

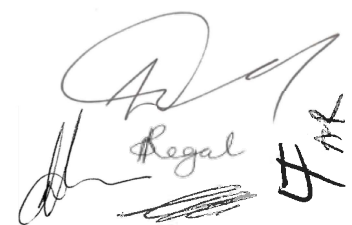
Temperature	- Operating: -25 to +60 °C, short term operation (10 minutes) allowed at an extended temperature of 70 °C - Storage: -30 °C to 70 °C
Humidity	- Operating: 40 °C, 5-95 % relative humidity, non condensing - Storage: 40 °C, 5-95 % relative humidity, non condensing
Altitude	- Operating: 5,000 m - Storage: 10,000 m

7. Meeting the Standards

7.1 Meeting the Standard EN 50155 for Railway Vehicles

Ingress protection	- IP 54 (IEC 529, EN 60 529) except for operationally required openings
Climatic condition	- Classified according to EN50155 T1 Table 1 - Cold Operation: According to EN 60068-2-1 Test AD: -25°C; 2h - Dry Heat Operation: According to EN60068-2-2 Test BD: +60 °C; 6h - Damp Heat Cyclic Operation: EN 60068-2-30 Test DB: 2 Cycles 25°-55°C; 24h each
Inflammability	- Housing UL 94-5VB
Mechanical strength	- Classified according to EN 50155 - Shock: Half-sine pulse Y and Z direction 30m/s² (30ms) X Direction 50m/s² (30ms) 3 Times each in X, Y, Z Direction (EN 60068-2-27) - Bump: no damage or loosening of screws, fastenings or components after 10 G max. half-sine pulse (6 ms), 1000 cycles for x-, y- and z-axis in each direction (machine mounted on mounting plate) (EN 60068-2-29) - Drop and topple: no mechanical or functional damages after face, corner and topple test, 4 tests in each mode (machine alone) (EN 60068-2-31) - Free fall: full mechanical integrity and functions after 5 falls onto concrete, 250 mm height, any attitude (EN 60068-2-32) - Vibration: Simulated life cycle test, increased wide band noise X Direction: 3.96 m/s² (RMS); ASD Level 0.461(m/s²)²/Hz Y Direction: 2.55 m/s² (RMS); ASD Level 0.192(m/s²)²/Hz Z Direction: 5.72 m/s² (RMS); ASD Level 0.964(m/s²)²/Hz 5 to 150 Hz; 5h per direction (EN 61373) - Simulated lifetime check (noise-induced vibration) Acceleration spectral density Frequency range 10 - 200 Hz ASD level 1 m²/s³ 13.78 m/s² Test duration per axis: 140 min Additionally with temperature cycle: Start temperature -20°C Keeping temperature -20°C 30 min Heating up to 25°C in 30 min

	Keeping temperature 25°C 30 min Heating up to 50°C in 20 min Keeping temperature 50°C 30 min (DIN EN 60068-2-64) - Shock/pendular bump: full functionality after 3 pendular bumps on each specified target point with a load of 0,7J (EN 60068-2-32 IK 05)
Surface and Varnish Quality	- Varnishing quality AMQZ470037_11 - UV radiation protection according to ISO 105-B01 level 3 - Cross-cut adhesion according to HWPN 2 - Adhesive tape adhesion according to HWPN 3 - Scratch resistance according to HWPN 4, normal force 2N - Housing withstands exposure to the following solvents: - Alcohol 30-120 min. (HWPN 5) - Benzene 30-120 min. (HWPN 5) - Diesel oil 30-120 min. (HWPN 5) - Engine oil 30-120 min. (HWPN 5) - Anionic and non-ionic tensides 180-420 min (HWPN 5) - Urine 180 min. (HWPN 5) - Artificial hand grease pH2.5 and pH8.6 at 40°C/90% rel. humidity >16 h (HWPN 7) - Hand cream (oil in water and water in oil emulsion) > 16 h (HWPN 8) - Wiping resistance according to HWPN 6 - Abrasion resistance according to DIN EN 60068-2-70 - Pencil hardness test according to ISO 15184
Electrical safety and EMC	- IEC60950, EN60950, UL1950, CSA22.2 no. 950 - CE: complies with 89/336/EEC (EMC) and 73/23/EEC (product safety) - Complies with 72/245/EEC last ammended 99/19/EC ("E-Norm"). A formal type approval is not legally required but can be provided on demand at extra charge - EN55022/B, EN50082-1 FCC class B - 95/54/EEC: narrow band emission, broadband emission and radiated immunity
VDV	- VDV 700
Reliability	- MTBF: 730 calendar days* - MCBF: 500,000 tickets* *) whatever comes first



Handwritten signature and initials, including the word 'Regal' and the number '4'.

7.2 Meeting the Standard EN 60721 for Ground Vehicles

Classification of environmental conditions according to EN 60721-3-5:1997,
application on and in ground vehicles, mech. Environmental conditions M; class 5M2

Protection class by casing (IP code) according to EN 60529 classification VDE 0470 Part 1	IP 54 (except for operationally required openings)
Simulated Life time check (Wide band random vibration with temperature changes according to DIN EN 60068-2-64	Acceleration spectral density at 10 - 200 Hz ASD level = $1\text{m}^2/\text{s}^3$ Actual value of acceleration 13.78 m/s^2 all axes 140 min each Additional temperature changes Start temperature -20°C Keeping temperature -20°C 30 min Heating up to 25°C in 30 min Keeping temperature 25°C 30 min Heating up to 50°C 20 Min Keeping temperature 50°C 30 min
	Acceleration spectral density at 200 - 500 Hz ASD level = $0.5\text{m}^2/\text{s}^3$ Actual value of acceleration 12.25 m/s^2 all axes 140 min each Additional temperature changes Start temperature -20°C Keeping temperature -20°C 30 Min Heating up to 25°C in 30 Min Keeping temperature 25°C 30 min Heating up to 50°C 20 min Keeping temperature 50°C 30 min
Shock test incl. temperature changes according to DIN EN 60068-2-27	Shock with temperature changes Shock form: half-sine Peak acceleration 50 m/s^2 Shock duration 11 ms all axes/all directions/each temperature 3 shocks Total shocks 54 Temperature 1: $+20^\circ\text{C}$ Temperature 2: $+20^\circ\text{C}$ Temperature 3: $+60^\circ\text{C}$
Continuous shock with temperature changes according to DIN EN 60068-2-29	Continuous shock with temperature change Shock form: half-sine Peak acceleration 10g Nominal duration 6 ms All axes/all directions/each temperature 500 shocks Total number of shocks 9000 Temperature 1: $+20^\circ\text{C}$ Temperature 2: -25°C Temperature 3: $+60^\circ\text{C}$
Flammability	- Housing UL 94-5VB

	Yellow card
Mechanical strength	- Drop and topple according to EN 60068-2-31: No mechanical or functional damages after face, corner and topple test, 4 tests in each mode (machine alone) - Free fall according to DIN EN 60068-2-32: Full mechanical integrity and functions after 5 falls onto concrete, 250 mm height, any attitude - Shock/Pendular bump according to EN 60068-2-75 IK 06 full functionality after 3 pendular bumps on each specified target point with a load of 1 J.
Surface and Varnish Quality	Casing parts - HWPN 4 scratch resistance with 3N - HWPN 5 solvent resistance - Spiritus, alcohol (50%), diesel, motor oil, tensides, plastic cleaner: - Poliboy / Brandt&Walther GmbH, Katopol / Metasco GmbH - HWPN 6 smear resistance - Spiritus, alcohol (50%), diesel, motor oil, tensides, plastic cleaner: - Poliboy / Brandt&Walther GmbH, Katopol / Metasco GmbH - HWPN 7 resistance to hand perspiration - HWPN 8 hand cream resistance - Atrix, Nivea - Abrasion resistance according to EN60068-2-70 - Minor labelling abrasion Touch panel: - HWPN 4 scratch resistance, with 10 N - HWPN 5, Solvent resistance: Spiritus, alcohol, cleaner's solvent, anionic and non-ionic tensides - HWPN 6, smear resistance 20 cycles with moderate pressure using: Spiritus, alcohol, cleaner's solvent Anionic and non-ionic tensides - HWPN 7, resistance to hand perspiration No cross-cut test, reaction time: 16 h at +40°C, 95% rel. H. - HWPN 8, hand cream resistance Reaction time: 16 h Silicon keypad incl. surface - HWPN 6, smear resistance 20 cycles with moderate pressure using: Spiritus, key cap: 1 Alcohol, key cap: 2 Cleaner's solvent, key cap: 3 Anionic and non-ionic tensides, key cap: 4 - HWPN 7, resistance to hand perspiration Silicon keypad key caps: F1, F2, F3, F4 No cross-cut test, reaction time: 16 h at +40°C, 95% rel. H. - HWPN 8, hand cream resistance Reaction time: 16 h Atrix, key cap: 5 and Nivea, key cap: 6



Handwritten signatures and initials, including a large signature and the word 'Regal'.

	- Abrasion resistance Stamp 2; artificial hand grease, 10 N, 10,000 cycles Key cap arrow: : 10,000 cycles, surface extremely damaged Key cap return: 10,000 cycles, surface not damaged Front screen - HWPN 6, smear resistance 20 cycles with moderate pressure using spiritus, alcohol, cleaner's solvent, anionic and non-ionic tensides - HWPN 7, resistance to hand perspiration No cross-cut test, reaction time: 16 h at +40°C, 95% rel. H. - HWPN 8, hand cream resistance Reaction time: 16 h; Atrix and Nivea
Electrical safety and EMC	- EN 55022 ITE – interference emission - EN 55024 ITE – interference emission In addition for road vehicles: - 09/19/EG Directive 72/245/EEG for EMC of vehicle - EN 55025 interference emission vehicle - ISO 7637-2 Vehicles– electrical impulses on supply lines - 06/28/EG Flammability of materials (applicable for coaches only) In addition for railway vehicles - EN 50121-3-2 EMC of railway vehicles - devices - EN 50155 Electrical equipment in railway vehicles Interference emission testing standards - DIN EN 61000-4-2 electrostatic discharge - EN 61000-4-3 electromagnetic field - DIN EN 61000-4-4 fast electrical transients (burst) - EN 61000-4-5 high-energy pulse (surge) - EN 61000-4-6 conducted RF emissions Optima with radio facility - EN 301489-1 EMC for radio facilities - EN 301489-3 specific conditions for SRD, RFID - EN 301489-17 specific conditions for WLAN, Bluetooth - EN 300330-2 RFID 13.56 MHz - EN 300328 WLAN b/g/n, Bluetooth - EN 301893 WLAN a/n Safety and health - IEC60950-1 ITE safety - EN 62311 safety in electromagnetic fields - EN 50364 safety in electromagnetic fields of RFID
VDV	- VDV 700, as of product roadmap V2
Reliability	- MTBF: 730 calendar days - MCBF: 500,000 tickets

8. Annex

8.1 Drawings

Get scaled drawings of the optima bl and the base plate on request.

8.2 Manufacturer's Address

Höft & Wessel AG
Rotenburger Str. 20
30659 Hannover, Germany

Phone. +49 511 6102-0
Fax. +49 511 6102-713

Web. www.hoeft-wessel.com
Mail. almex@hoeft-wessel.com

Serviceline.
Phone. +49 511 6102-600
Fax. +49 511 6102-601
Mail. service-line@hoeft-wessel.com



Handwritten signatures and initials, including the word "Regal" and a large stylized "H".

Annexure E



Automated Fare Collection (AFC) Business Rules and Policies



AR
Regal

Audience

This document is to be made available to all parties within the Municipality of George (MoG) and Western Cape Department of Transport and Public Works (DTPW) who are jointly the Contracting Authority involved in managing the Automated Fare Collection (AFC) to enable them to implement and manage the system in accordance with the Business Rules and Policies that have been defined herein.

Amendments & Approval

The Contracting Authority, as defined in the IGA and FA, is responsible for the approval of the AFC Business Rules and Policies within the Municipality of George.

The policies should be maintained on a regular basis to ensure that systems, processes and legislative requirements are met.

Any recommendations in respect of suggestions for improvement etc. should be directed to the DTWP.

It is the responsibility of every employee to whom a copy of the Business Rules and Policies has been issued, to ensure that the content of his/her copy are current and up to date. Any changes to this document will be communicated to the relevant individuals.


Regal X

ACRONYMS AND DEFINITIONS

Acronyms

AFC	Automated Fare Collection
AFSOL	Automated Fleet Solutions Public Transport(Pty) Limited (Service Provider appointed to develop and implement AFC)
ALMEX	Almex Transport Solutions, subcontractor to AFSOL for the supply of AFC equipment and support.
DTPW	Department of Transport and Public Works: Western Cape Government
EMV	Europay Mastercard and Visa
FA	Financial Agreement (between MoG and DTPW)
GIPTN	George Integrated Public Transport Network
IGA	Intergovernmental Agreement (between MoG and DTPW)
IFM	Intergrated Fare Management
ITS	Intelligent Transport System
MoG	Municipality of George
NDoT	National Department of Transport
PAIA	Promotion of Access to Information Act
PASA	Payments Association of South Africa
PIN	A personal identification number
SBSA	Standard Bank of South Africa (Pty) Limited
VOC	Vehicle Operating Company

Definitions

Bus Operator	George Link (Pty) Limited - VOC
Card Distributor	A Third Party authorised by the Card Issuer by way of agreement to issue GO GEORGE Smart Cards
Card Usage	Utilising the GO GEORGE Smart Card on bus by "tapping on"
Cardholder	Commuter in possession of GO GEORGE Smart Card
Card Issuer	AFSOL in terms of an agreement entered into with the Issuing Bank of South Africa Limited, shall act as sole Card Issuer, which agreement shall define the roles and responsibilities of both parties with regards to the issuing of the GO GEORGE Smart Card
Damaged Card	GO GEORGE Smart Card that has been maliciously damaged by its owner, alternatively the owner allowed it to be damaged
Defective Card	GO GEORGE Smart Card that malfunctions due to supplier defect / no fault of the Cardholder
GO GEORGE Smart Card	An EMV compliant contactless debit card issued by the Issuing Bank for distribution by the Card Issuer to Commuters within the MoG
Load	The loading of Transit Product
MSCOA	Municipal Standard Chart of Accounts
Permanent Kiosk(s)	Includes the MoG ABSA building; the GO GEORGE Transport Hub; 2 x Containers; 2 x Mobile Ticket Kiosks
Single-Cash Ticket	A single cash ticket may be purchased by the Commuter on the bus through the AFC System. For the avoidance of doubt, no paper tickets will be accepted on the Bus.
Third Party Vendor	Vendors that will only be allowed to Load the GO GEORGE Smart Card with Transit Product and who will enter into a separate agreement with Standard Bank
Transit Product	Specific products that have been defined for pre-payment of bus fares
Standard Bank	Issuing Bank of South Africa

AK 47
Regal

1. INTRODUCTION

1.1. Project Overview

- 1.1.1. The George Integrated Public Transport Network (GIPTN) project is a joint exercise between the Department of Transport and Public Works (DTPW) and the Municipality of George (MoG).
- 1.1.2. The overall objective of the GIPTN project is to ensure that all members of the George community can use safe, affordable and reliable public transport to access social, economic and employment opportunities.
- 1.1.3. The services will link the residential areas with the commercial and industrial hubs of George as well as provide transport within communities, linking residential areas to local, social and educational sites.
- 1.1.4. The GIPTN will make use of an Automated Fare Collection (AFC) that meets the MoG's requirements and is fully compliant with the National Land Transport Act, No. 5 of 2009 Regulations relating to EMV Integrated Fare Systems (IFS).
- 1.1.5. This document deals with the Business Rules and Policies that will enable the AFC to be implemented according to the MoG's specific requirements and will provide guidance on how the AFC and revenue collection function needs to be governed.
- 1.1.6. The DTPW and MoG have entered into an IGA and FA for the implementation of the GIPTN. The DTPW, in consultation with the MoG, has further appointed AFSOL to implement the AFC system for the GIPTN.
- 1.1.7. Standard Bank (as Issuing Bank) will issue GO GEORGE Smart Cards for distribution by AFSOL (as sole Card Issuer) to Commuters of the MoG who wish to make use of the GO GEORGE Smart Cards.
- 1.1.8. By virtue of a Reconciliation Agreement entered into between AFSOL and the MoG, AFSOL will act as the revenue collector on behalf of the MoG whereby all proceeds collected for the distribution of GO GEORGE Smart Cards and loading of Transit Product shall be deposited into AFSOL's Nominated Banking Account and Third-Party Vendor Account and paid over to the MoG's Nominated Banking Account, as agreed.

2. PROGRAM GOALS

Program goals for purposes of this document can be classified into four main areas and are as follows:

2.1. Commuter related goals

The Commuter related goals are as follows:

- 2.1.1. Maximise patronage
- 2.1.2. Maximise social equity
- 2.1.3. Increase convenience
- 2.1.4. Increase fare options
- 2.1.5. Reduce Complexity

2.2. Financial Goals

Financial goals are as follows:

- 2.2.1. Increase revenue
- 2.2.2. Minimise patronage loss
- 2.2.3. Improve revenue control
- 2.2.4. Reduce collection cost
- 2.2.5. Increase of prepayment
- 2.2.5.1. Reduce cash on buses

Regal AR

2.3. Management goals

Management goals are as follows:

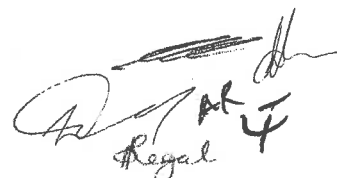
- 2.3.1. Improve data management
- 2.3.2. Improve modal integration
- 2.3.3. Increase pricing flexibility
- 2.3.4. Maximize ease of implementation
- 2.3.5. Optimise fleet / demand management
- 2.3.6. Deploy fare equipment with a high level of reliability
- 2.3.7. Optimise operations

2.4. Key Program Policies

- 2.4.1. The following policies will govern the implementation of the AFC:
 - 2.4.1.1. AFC must be compliant with the National Department of Transport's (NDOT) regulations and guidelines.
 - 2.4.1.2. Fare media will be Europay Mastercard and Visa (EMV) contactless smartcards carrying the NDOT AFC Data Structure and issued by banks that are members of the Payments Association of South Africa (PASA).
 - 2.4.1.3. All AFC equipment and systems will comply with the technical and functional requirements as specified in the NDOT AFC Data Structure specification, for electronically recording and retrieving public transport related data and prepaid Transit Products.
 - 2.4.1.4. The MoG will determine fares and fare structures for the area under their jurisdiction, subject to the provisions of the IGA and FA.
 - 2.4.1.5. Cardholders can elect to load prepaid Transit Products on the GO GEORGE Smart card.
 - 2.4.1.6. Fare media, loading terminals and GO GEORGE Smart Card readers will be NDOT Compliance Agency certified for NDOT AFC Data Structure functionality.
 - 2.4.1.7. A Transit Warehouse to allow Issuing Bank merchant to load Transit Product via a single terminal shall be developed by Issuing Bank and ALMEX.

2.5. Document Overview

- 2.5.1. For most sections of this document, the discussion of Business Rules and Policies pertaining to a particular topic begins with either a set of key policies or an overview, the purpose of which is to present a high-level summary of the policies that pertain to the topic. In some cases, the key policies and/or the overview may be repeated in the body of the particular section.
- 2.5.2. These Business Rules and Policies will include Standard Operating Procedures (SOP) which will provide context to particular Rules and Policies. The Business Rules and accompanying SOPs shall be subject to change as operational requirements dictate.
- 2.5.3. Any interested party wishing to effect an amendment/addition to the Business Rules and accompanying SOPs which amendment/addition will affect any other interested party to these Business Rules and accompanying SOPs, must communicate same to the DTPW, as well as the affected party, whereafter the amendment/addition will be finalised by way of a consultative process.
- 2.5.4. If the amendment/addition only affects one party's internal procedure, that party may effect such amendment/addition, provided that such amendment/addition is communicated to the DTPW, for purposes of updating the Business Rules and accompanying SOP, if any.



Handwritten signature and initials, possibly reading 'Regal' and 'AF'.

3. ISSUANCE

3.1. Card Issuer

3.1.1. Definition of Card Issuer

3.1.1.1. The Issuing Bank and Card Issuer shall enter into an agreement whereby the Card Issuer shall be the sole Card Issuer and which agreement will define the roles and responsibilities of both parties with regards to the issuing of the GO GEORGE Smart Cards.

3.1.1.2. The Issuing Bank shall issue GO GEORGE Smart Cards containing the NDOT AFC Data Structure.

3.1.1.3. The EMV card is the property of the Issuing Bank.

3.1.1.4. The following should be recognized:

3.1.1.4.1. Transit Product loaded onto a GO GEORGE Smart Card will be deposited into the Card Issuer's bank account and transferred to the MoG. This process will be governed by a Reconciliation Agreement entered into between the MoG and Card Issuer, which agreement shall set out the rights and responsibilities of both parties as it relates to the Revenue Collection by the Card Issuer on behalf of the MoG.

3.1.2. Rights and Responsibilities of the Card Issuer

3.1.2.1. The Card Issuer shall: -

3.1.2.1.1. Be responsible to procure cards. These cards must comply with the municipal graphics and technical standards.

3.1.2.1.2. Manage its own GO GEORGE Smart Card stock inventory and track the stock of the cards it issues.

3.1.2.1.3. Manage the GO GEORGE Smart Card base; i.e. maintain records on the cards it issues.

3.1.2.1.4. Investigate requests on damaged and defective GO GEORGE Smart Cards and written reports on the status of such requests.

3.1.2.1.5. Maintain the confidentiality and privacy of all Cardholder information.

3.1.2.1.6. If necessary, appoint Card Distributors, in consultation with the MoG and DTPW, to issue GO GEORGE Smart Cards on their behalf. Eligibility to be a Card Distributor will be determined by the Card Issuer based on business and technical considerations.

3.2. Municipality

3.2.1. Rights and Responsibilities of the MoG

3.2.1.1. The MoG shall have the right to:

3.2.1.1.1. Enter into a co-branding agreement with an Issuing Bank to issue low value anonymous cards on condition that the Issuing Bank meets all the requirements as per NDOT AFC Data Structure and that it is able to integrate with the current AFC system. The issuing of GO GEORGE Smart Cards is not an exclusive right and the MoG may enter into co-branding agreements with any PASA member Issuing Bank.

3.2.1.1.2. Set the pricing policies for the GO GEORGE Smart Card.

3.2.1.1.3. Set the replacement policies for the GO GEORGE Smart Card.

3.2.1.1.4. Design the graphics of the GO GEORGE Smart Card.

3.2.1.1.5. Market the GO GEORGE Smart Card.

3.2.1.1.6. Decide on the card distribution network, in consultation with the DTPW.

3.2.1.1.7. Perform Commuter service functions for all its Cardholders and, in addition, be responsive to Third-Party Vendors' inquiries.

3.3. Permanent Kiosks/Card Distributor

3.3.1. Rights and Responsibilities of Permanent Kiosks /Card Distributor

3.3.1.1. Permanent Kiosks and Card Distributor must be able to address:

3.3.1.1.1. Questions regarding the use of the GO GEORGE Smart Card.

3.3.1.1.2. Replacement of GO GEORGE Smart Cards.

3.3.1.1.3. Inquiries related to the unused Transit Product, remaining on the GO GEORGE Smart Card.

3.3.1.1.4. Maintain the confidentiality and privacy of all Cardholder Information.

3.4. Responsibility of Issuing Bank

3.4.1. Issuing Bank is responsible to deal with all hardware and software queries pertaining to the Third-Party Vendor handheld device as well as any erroneous transactions by the Third-Party Vendor.

4. **ACCEPTANCE AND CONDITIONS OF USE**

4.1. Key Acceptance and Conditions of Use Policies

4.1.1. Acceptance of GO GEORGE Smart Cards

4.1.1.1. The Bus Operator is obligated to accept all active GO GEORGE Smart Cards on the bus. The Bus Operator will accept pre-loaded GO GEORGE Smart Cards as payment for all the fixed-route transport services they offer.

4.1.1.2. The Bus Operator shall allow a GO GEORGE Smart Card to be used for a transaction if there is a positive remaining balance on the card.

4.1.2. Cash for Fare Payment

4.1.2.1. The Bus Operator shall accept the requisite cash payment for transit services should the Commuter not be in possession of a GO GEORGE Smart Card.

4.1.3. Conditions of Use

4.1.3.1. The Cardholder, while using the services and facilities of the Bus Operator, shall be subject to and comply with the Rules and Regulations of the Bus Operator.

4.1.4. Transferability of the GO GEORGE Smart Card

4.1.4.1. The GO GEORGE Smart Card is transferable and valid for use by the bearer.

4.1.5. Rejection of GO GEORGE Smart Card for Fare Payment

4.1.5.1. The Bus Operator may demand the requisite fare payment by way of a cash payment from the Commuter/Cardholder under the following conditions:

4.1.5.1.1. Insufficient funds to pay the fare.

4.1.5.1.2. The GO GEORGE Smart Card has expired.

4.1.5.1.3. The Cardholder is attempting to use a card fraudulently.

4.1.6. Card Reader Failure (SOPs 3.1 and 7.1)

4.1.6.1. In the event of a card reader failure, the Bus Operator must allow the Cardholder a free ride.

4.1.6.2. The Bus driver will immediately communicate the card reader failure to the Despatch at the VOC Depot.


AR 47
Regal

4.1.6.3. Standard Operating Procedure for card reader failure to be followed.

4.1.7. Commuter Not Able to Pay the Fare/Refusal to Pay Fare (SOP 7.3.8)

4.1.7.1. In the event that, having requested the Commuter to either present a valid fare card, pay a cash fare or leave the Bus, and the Commuter refuses, the Bus driver may allow the Commuter to remain on the bus to avoid undue service delays and shall follow the Bus Operator's Standard Operating Procedure for fare evasion.

4.1.8. Fraud Detection and Control by the Card Issuer

4.1.8.1. A fraud investigation may be initiated by the Card Issuer.

4.1.8.2. The MoG, DTPW, Bus Operator, Permanent Kiosks and/or Card Distributors are required to co-operate with any investigation of fraud undertaken by the Card Issuer.

4.1.8.3. Prior to an investigation of possible fraudulent activity, the Card Issuer will notify all affected parties including the Issuing Bank.

5. CARD BASE MANAGEMENT

5.1. Policies Key Card Base Management

By virtue of the relationship between the Card Issuer and Issuing Bank, Card Issuer shall be responsible for the ordering and checking of GO GEORGE Smart Cards.

5.2. GO GEORGE Smart Card Ordering (Bulk Stock and Operational Stock) and Inventory (SOPs 1.3 and 1.4)

5.2.1. Card Issuer shall be responsible for ordering of the GO GEORGE Smart Card from the Issuing Bank and shall maintain an inventory of the GO GEORGE Smart Card Bulk Stock.

5.2.2. Card Issuer shall be responsible for the physical security of the GO GEORGE Smart Card Bulk Stock until such time as the cards are formally delivered to the MoG and until such time as the MoG have received and formally accepted the cards.

5.2.3. MoG shall after formal receipt of the GO GEORGE Smart Card Bulk Stock be responsible for the physical security of the cards and shall maintain a card inventory at levels sufficient to meet the Permanent Kiosks' and Card Distributors' card demands.

5.2.4. Card Issuer shall order Operational Stock from the MoG and maintain a card inventory at levels sufficient to meet demands.

5.2.5. MoG to maintain a minimum quantity of 5000 cards and the order lead time of 3 months (12 weeks) for ordering.

5.3. Management of Card Inventory

5.3.1. GO GEORGE Smart Cards shall be stored in sealed boxes/packets.

5.3.2. The inventory and accounting systems used shall support:

5.3.2.1. Flexible packaging options and control by number ranges (of pre-numbered GO GEORGE Smart Cards);

5.3.2.2. Management of sub-classifications of GO GEORGE Smart Cards, such as cards with particular graphics; and

5.3.2.3. Tracking of individual packs of GO GEORGE Smart Cards and individual GO GEORGE Smart Cards to their inventory locations, whether at Card Issuer, Permanent Kiosks, MoG or Card Distributor.

[Handwritten signature and initials]
 FAR
 Royal

5.4. Order Acceptance and Issuing of Cards to Permanent Kiosks and/or Card Distributors (SOPs 1.3 and 1.4)

- 5.4.1. Card Issuer shall accept and manage orders for GO GEORGE Smart Cards from all Permanent Kiosks and/or Card Distributors.
- 5.4.2. Card Issuer shall set up systems and processes to accept orders from Permanent Kiosks and/or Card Distributors.
- 5.4.3. Card Issuer shall issue GO GEORGE Smart Cards to Permanent Kiosks and/or Card Distributors in a secure manner.
- 5.4.4. GO GEORGE Smart Cards shall be issued to Permanent Kiosks and/or Card Distributors in their sealed packets in an inactive state.

5.5. Monitoring of Card Usage

- 5.5.1. Card Issuer shall monitor the Card Usage and gather statistics of Card Usage for public transport services relative to Transit Product usage.

5.6. MSCOA Compliance

- 5.6.1. The MoG to provide the Issuing Bank and Card Issuer with the requirements for MSCOA compliance.
- 5.6.2. The Issuing Bank shall monitor the card transactions and report to the MoG and Card Issuer according to the specifications of MSCOA.

5.7. Card Expiration

- 5.7.1. GO GEORGE Smart Cards will expire five (5) years after the date of issuing from the Issuing Bank (not from date of activation).
- 5.7.2. Should a Cardholder wish to continue to use the Public Transport System he/she must purchase a replacement GO GEORGE Smart Card after his/her card expires at any Permanent Kiosk or Card Distributor.
- 5.7.3. Transit Product can be transferred to a new GO GEORGE Smart Card after the card expires, which Transit Product will remain valid.

5.8. Defective GO GEORGE Smart Cards (SOP 5.7)

- 5.8.1. Any Permanent Kiosk and Card Distributor shall, after investigation, replace a Cardholder's defective GO GEORGE Smart Card at no cost.
- 5.8.2. Any valid Transit Products will be transferred to the new card by a Permanent Kiosk or Card Distributor.
- 5.8.3. The defective card will be retained by the Permanent Kiosk or Card Distributor and a new card will be issued at no charge after verification of the value of Transit Product on the existing card.

5.9. Damaged GO GEORGE Smart Cards (SOP 5.7)

- 5.9.1. A Cardholder must purchase a replacement for a damaged GO GEORGE Smart Card.
- 5.9.2. Any valid Transit Products will be transferred to the new card by the Card Distributor at no cost.
- 5.9.3. A new card will be purchased and issued after verification of the value of Transit Product on the existing card.

5.10. Loading of GO GEORGE Smart Cards Prior to Distribution

- 5.10.1. Cards may not be loaded with Transit Product prior to distribution.

Legal

5.11. Monitoring of Card Activity Status (SOP 1.5)

- 5.11.1. Once issued, the Card Issuer shall categorize cards as "inactive," "activated," "loaded," or "expired" as defined in the following sections.
- 5.11.2. The inventory and card management systems shall have the appropriate interfaces to accommodate all processes associated with monitoring of card activity status.

5.12. Inactive Cards

- 5.12.1. A GO GEORGE Smart Card shall be considered "inactive" before it has been activated.
- 5.12.2. Card Issuer will issue inactive cards to Permanent Kiosks and/or Card Distributors.

5.13. Activated Cards

- 5.13.1. An inactive card shall only be activated by a Permanent Kiosk and/or Card Distributor.
- 5.13.2. An activated GO GEORGE Smart Card is ready for use by a Cardholder for loading Transit Product.

5.14. Loaded Cards

- 5.14.1. A GO GEORGE Smart Card is considered loaded once the activated card has been loaded with Transit Product irrespective if the Transit Product is depleted over time.

5.15. Expired Cards

- 5.15.1. A GO GEORGE Smart Card expires five (5) years after date of issue by the Issuing Bank.

5.16. Expired Product

- 5.16.1. Transit Product does not expire after date of purchase.

5.17. Dormant Cards

- 5.17.1. A GO GEORGE Smart Card is considered "dormant" if it is active but is not loaded with Transit Product and not used for a prolonged period of time.

5.18. Registered Card

- 5.18.1. Registered cards are cards that are activated with the Cardholder presenting an identity document.

5.19. Unregistered Cards

- 5.19.1. Unregistered cards are cards that are activated without the Cardholder presenting an identity document.

5.20. Transit Product Refunds if Card Lost or Stolen

- 5.20.1. Any confirmed Transit Product remaining on any GO GEORGE Smart Card cannot be refunded if lost or stolen.

6. **DISTRIBUTION**

Overview

- 6.1. The distribution service includes:

6.1.1. Distribution of GO GEORGE Smart Cards to Commuters.

6.1.2. The loading of Transit Product.

6.1.3. The selling of Single-Cash Tickets on the bus by Bus Operator.

6.2. Key Distribution Policies

6.2.1. The MoG, in consultation with the DTPW, may decide as to the GO GEORGE Smart Card distribution network.

6.3. Locations for Card Purchases and Activation

6.3.1. GO GEORGE Smart Cards will be available via the following channels:

6.3.1.1. Permanent Kiosks and/or Card Distributors.

6.4. Loading Products

6.4.1. Loading of GO GEORGE Smart Cards with Transit Product will be available via the following channels:

6.4.1.1. Permanent Kiosks and/or Card Distributors.

6.4.1.2. Third Party Vendors.

6.5. Third Party Vendors (SOP 6.1)

6.5.1. The MoG shall, in consultation with the DTPW, decide on the Third-Party Vendor locations at which Commuters may load Transit Product.

6.5.2. The MoG and the Issuing Bank shall, in consultation with the DTPW, develop and approve criteria for the selection of Third-Party Vendor locations.

6.5.3. The Issuing Bank shall be fully responsible for managing all Third-Party Vendor services where it holds a contract with the Third-Party Vendor.

6.6. Collection of Funds by Third Party Vendors (SOP 5.11 and 6.1)

6.6.1. Third Party Vendors and/or Card Distributors will be required to set-up a bank account with the Issuing Bank whereby any value for the loading of Transit Product on the GO GEORGE Smart Card is immediately deducted off the Third-Party Vendor's bank account.

6.6.2. A transaction will not be authorised if there are insufficient funds in the account.

6.6.3. The Issuing Bank will be required to settle the payments daily with the MoG.

6.7. Sales Commission for Third Party Vendors (SOP 5.11)

6.7.1. Third Party Vendors will be entitled to a sales commission for the sale of Transit Products.

6.7.2. The sales commission rate shall be determined subject to approval by the MoG.

6.8. Identification of Additional Distribution Services

6.8.1. The MoG, in consultation with the DTPW, will identify additional distribution services.

6.9. Accepted method of Payment (SOP 5.10 and 5.11)

6.9.1. Accepted forms of payment shall be cash, debit card and credit card.



6.10. Cost of Cards

6.10.1. MoG, in consultation with DTPW, will determine the cost of GO GEORGE Smart Cards.

6.11. Initial Distribution

6.11.1. The Cardholder shall pay a price as determined by the MoG, in consultation with the DTPW, for their initial GO GEORGE Smart Card.

6.12. Continuous/Ongoing Distribution

6.12.1. After the initial distribution, the on-going distribution of GO GEORGE Smart Cards will be at a price to be determined by the MoG, in consultation with the DTPW, for the Cardholder's account.

6.13. Loading of Transit Product by Third Party Vendors (SOP 6.1)

6.13.1. Third Party Vendor locations shall enable Cardholders accessibility to load Transit Product.

6.13.2. The minimum value load for Transit Products shall be decided upon by the MoG.

7. **SALE OF CASH TICKETS ON THE BUS**

7.1. Commuters will be allowed to purchase a Single-Cash Ticket on the bus through the AFC System on the bus.

7.2. The Bus Operator will be responsible for the collection of cash and payment to the MoG daily after reconciliation.

8. **FARE CATEGORIES AND TYPES**

8.1. General Fare Policy

8.1.1. Fare Policy shall remain the exclusive right of the MoG subject to the provisions of the IGA and FA.

8.1.2. The MoG shall set fares as provided for in the MoG Fare Policy.

8.2. MoG's Right to Change Fares

8.2.1. All fares, including promotional or concession fares of any kind available to a specific category of persons or at specific times or in areas, are subject to change, review, and withdrawal by the MoG at any time, subject to such terms and conditions as the MoG may deem fit and the provisions of the IGA and FA.

8.3. Fare Types

8.3.1. **Transit Product:** - Specific products that have been defined for pre-payment of bus fares and valid for use on all routes. Transit Product are automatically applied based on the fare category for which a GO GEORGE Smart Card is configured;

8.3.2. **A Single-Cash Ticket** may be purchased by the Commuter on the bus.

8.4. The AFC system can accommodate the following coverage:

8.4.1.1. Zone 1 – 1 - 15 kilometre radius;

8.4.1.2. Zone 2 – 16 - 20 kilometre radius;

8.4.1.3. Zone 3 – 21 - 25 kilometre radius;

8.4.1.4. Zone 4 – a radius in excess of 25 kilometres.

[Handwritten signature and initials]
Regal

8.5. Transit Product

8.5.1. The GO GEORGE Smart Card is configured to accommodate the Transit Product listed below. The Cardholder may elect to purchase one Transit Product or a combination thereof:-

- 8.5.1.1. 2 Multi-Journey;
- 8.5.1.2. 4 Multi- Journey;
- 8.5.1.3. 6 Multi-Journey;
- 8.5.1.4. 8 Multi-Journey;
- 8.5.1.5. 10 Multi-Journey;
- 8.5.1.6. 12 Multi-Journey;
- 8.5.1.7. 14 Multi-Journey;
- 8.5.1.8. 16 Multi-Journey;
- 8.5.1.9. 18 Multi-Journey;
- 8.5.1.10. 20 Multi-Journey;
- 8.5.1.11. 30 Multi-Journey;
- 8.5.1.12. 40 Multi-Journey;
- 8.5.1.13. 50 Multi-Journey.

8.5.2. The minimum amount of Transit Product that can be loaded onto a GO GEORGE Smart Card is a 2 Multi-Journey product at any given time.

8.6. Fare Structure

8.6.1. Each Fare Type shall have a flat fare structure per trip.

FARES BUSINESS RULES		
Fare	Feature	New rule
Cash	Availability	All routes
	Time restrictions	None
	Validity	Valid for one trip only
	Maximum trips per day	Unlimited
	Eligibility	All
	Identification	None
	Transfer	60-minute transfer window
Transit Product	Availability	All routes
	Time restrictions	None
	Validity	Unlimited
	Maximum trips per day	Unlimited
	Transferability of card	Yes
	Eligibility	All
	Identification	None
	Pass Back Violation	5 seconds
	Multiple Users	No

Type text here



Regal

FARES BUSINESS RULES		
Fare	Feature	New rule
	Transfers	60-minute transfer window

9. TRANSFERS

- 9.1. A Cardholder may Transfer on any Transit Product or Single-Cash Ticket purchased, provided he/she transfers within a 60-minute transfer period.
- 9.2. The Cardholder will be required to present his/her GO GEORGE Smart Card and receipt to the Bus Driver for each Transfer.
- 9.3. A Commuter who purchased a trip by way of a Single-Cash Ticket must show the cash receipt to the Bus Driver when transferring.
- 9.4. In both events, the Bus Driver must check the time on the receipt to ensure that the Transfer takes place within the 60-minute transfer period.

10. COMMUTER SERVICES (SOP 8)

10.1. Overview

- 10.1.1. The GO GEORGE Call Centre shall respond to GO GEORGE Smart Cardholder calls and inquiries. The GO GEORGE Call Centre shall assist Cardholders with:
- 10.1.1.1. Answers to questions regarding Commuter Service related queries.
- 10.1.1.2. Cardholder education.
- 10.1.1.3. Assist with resolution of card related problems, such as damaged and defective GO GEORGE Smart Cards.
- 10.1.1.4. Assist with card replacement and value transfer requests and verbal reports on the status of such requests.
- 10.1.1.5. Submitting feedback.
- 10.1.1.6. Obtaining a status of a card replacement for damaged and defective GO GEORGE Smart Cards.
- 10.1.2. The GO GEORGE Call Centre shall maintain detailed statistics of support service efficiency and operations.
- 10.1.3. The GO GEORGE Call Centre Coordination between Call Centre, Permanent Kiosk, Bus Operator and/or Card Distributor.

10.2. Forwarding Calls from Bus Operator to the GO GEORGE Call Centre

- 10.2.1. Bus Operator will refer Commuter Service related calls received by them to the GO GEORGE Call Centre.

10.3. Cardholder Inquiries

- 10.3.1. All inquiries related to the GO GEORGE Smart Card will be handled by the GO GEORGE Call Centre.

10.4. Cardholder Phone Support

- 10.4.1. Phone support shall be provided by the GO GEORGE Call Centre.

10.5. Remaining Value

- 10.5.1. Permanent Kiosks and/or Card Distributors will provide a Cardholder with the number of trips remaining on his/her GO GEORGE Smart Card at the time of service.

Type text here

[Handwritten signature]
[Handwritten initials]
[Handwritten signature]

10.5.2. The GO GEORGE Call Centre must refer a Cardholder to a Permanent Kiosk and/or Card Distributor for all queries related to the remaining number of trips on a Cardholder's GO GEORGE Smart Card.

10.6. Requests for Information

10.6.1. In response to public requests for basic information about GO GEORGE Smart Cards the GO GEORGE Call Centre, shall provide standard information materials at no cost to the Cardholder.

10.6.2. MoG shall coordinate the development of general information materials.

10.7. Requests for Technical Information

10.7.1. All Technical queries will be referred to Card Issuer.

10.7.2. When there are requests for technical information concerning the AFC system that require significant resources and/or disclosure of intellectual property, these shall be considered by the Card Issuer as appropriate, on an individual basis.

11. **REFUNDS**

11.1. General Transfer of Value Policy

11.1.1. A Cardholder with a GO GEORGE Smart Card is not entitled to a refund of any Transit Product balance under any circumstances.

11.2. Determining the Remaining Value on a Card

11.2.1. The management information systems of the Issuing Bank shall be conclusive evidence of the amount of remaining value on any card.

12. **CARDHOLDER FEES**

12.1. Schedule of Cardholder Fees (SOP 5.10)

12.1.1. See Standard Operating Procedure 5.10 for the Issuing Bank fee structure (subject to amendment from time to time).

12.2. Balance Restoration Fee (SOP 5.7)

12.2.1. There will be no fees levied for transfer of value from a defective GO GEORGE Smart Card to a new GO GEORGE Smart Card.

12.2.2. The Cardholder will be responsible for the cost of the replacement card if the card has been damaged.

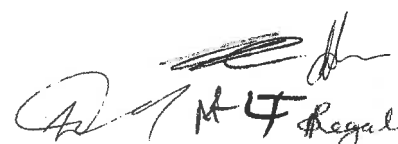
13. **CARDHOLDER CONFIDENTIALITY**

13.1. In the event the MoG and Card Issuer require personal information from Cardholders, such information shall remain confidential and private.

13.2. The GO GEORGE Call Centre, the MoG and Card Issuer shall maintain the confidentiality and privacy of an individual's personal information unless such confidentiality or privacy is waived by the Cardholder or unless instructed to do so by way of a Court Order by a Court having jurisdiction over any of the said parties.

13.3. The GO GEORGE Smart Card will remain anonymous, if unregistered.

Type text here



14. CONFIDENTIALITY OF STATISTICAL INFORMATION

14.1. Cardholder Data

14.1.1. All aggregate information and data relating to Cardholders collected by the AFC shall be used by the MoG for the purposes of the operation and management of AFC and shall serve as a source of information and data for transit and/or related services, in general, but information about individual Cardholders shall be dealt with in a confidential manner unless:

14.1.1.1 The MoG obtains the express written consent of the Cardholder;

14.1.1.2 There is a legal requirement to the contrary in terms of Promotion of Access to Information Act (PAIA).

14.2. Cardholder Access to Personal Information

14.2.1. A Cardholder retains the right to review all personal information pertaining to his/her account, whether stored electronically or on paper.

14.2.2. Any inquiry or request to obtain information, in accordance with the above provisions, should be directed in writing to the GO GEORGE Call Centre.

14.2.3. The MoG may adopt procedures for a Cardholder's review of such information, including but not limited to, charging a fee for processing requests for access to personal information.

14.3. Transaction Log

14.3.1. The Issuing Bank and the AFC will store /stores information about the GO GEORGE Smart Card and the card transaction log to facilitate enquiry by a Cardholder on past transactions.

15. AFC SYSTEM NETWORK

15.1. Wide Area Network Management

15.1.1. Card Issuer shall be fully responsible for managing the distribution of the wide area network which includes connectivity to the AFC equipment on board the bus, Bus Operator depot, Card Issuer, the MoG and the Permanent Kiosk equipment.

15.1.2. Card Issuer shall provide all telecommunications network planning and monitoring of the network through which the equipment communicates. Card Issuer shall monitor the distribution devices and networks to ensure that the equipment is functioning properly and has not indicated any current or imminent problems.

15.1.3. Card Issuer shall ensure that all data communications reach their proper destinations and that all distribution devices have all information necessary to function.

16. REPORTING TO CARD ISSUER CENTRAL SYSTEM

16.1. Data from On Bus Transactions

16.1.1. Transactions in terms of Single-Cash Ticket sales shall be uploaded wirelessly from the Optima Bus Ticketing Terminal to the proxy server housed at the Bus Operator depot at least once per day. The proxy server feeds information to the main server which is housed at Card Issuer.

16.1.2. The Bus Operator accesses all on-bus transactions via the main server for reconciliation of daily cash takings.

Handwritten signatures and initials, including the word 'Legal' and a large 'H'.

16.2. Transit Product Data from On Bus Usage (SOP 2.1 and 2.2)

- 16.2.1. Transactions in terms of Transit Product usage shall be uploaded wirelessly from the Optima Bus Ticketing terminal to the proxy server housed at the Bus Operator at least once per day. The proxy server feeds information to the main server which is housed at Card Issuer.

16.3. Data from Permanent Kiosks /Card Issuer Transaction (SOP 2.1 and 2.2)

- 16.3.1. Transactions will be executed on an Almex cashier machine.
16.3.2. The data generated from these uploads will be sent wirelessly to the main server in a near live environment.

16.4. Data Downloads from Card Issuer Central System (SOPs 2.1 and 2.2)

- 16.4.1. Data to be downloaded to the Optima bus ticketing terminal and kiosk equipment shall be generated by Card Issuer.
16.4.2. Data may include items such as updated fare tables, updated driver information and other master data.
16.4.3. Card Issuer shall be responsible for downloads to all equipment provided for in the AFC.
16.4.4. Card Issuer shall also transmit the download to other parties managing their distribution devices and Third Party Vendors.
16.4.5. Downloads shall occur at prescribed times outside of operating hours, unless otherwise requested by Card Issuer.

16.5. Software Application and Configuration Data Downloads (SOPs 2.1 and 2.2)

- 16.5.1. Card Issuer shall be fully responsible for developing, lab testing, deploying, and confirming software application and configuration data downloads to AFC devices and other applications.
16.5.2. Card Issuer shall ensure that devices are powered on to enable receipt of software and configuration data downloads.
16.5.3. Through remote querying, Card Issuer shall confirm and report on the success or failure of software/configuration data downloads.
16.5.4. Card Issuer shall troubleshoot and repair, if necessary, devices that have not received such downloads.

16.6. Authorization for Software Application Downloads (SOPs 2.1 and 2.2)

- 16.6.1. Card Issuer shall designate an individual who will be responsible for authorizing software and configuration downloads.
16.6.2. After completing internal testing of a software application release, Card Issuer shall issue detailed release notes and scheduled times for deployment of the software data and request the Bus Operator, Permanent Kiosks and/or Card Distributors to authorize the software download.

16.7. Fare Table Updates (SOPs 2.1 and 2.2)

- 16.7.1. The date of the download must be prior to the effective date of the change.
16.7.2. The standard process shall be followed to ensure that all devices have been updated.

16.8. Deployment (SOPs 2.1 and 2.2)

- 16.8.1. Card Issuer shall schedule software downloads to ensure that revenue operations are not negatively impacted.

Handwritten signatures and initials, including "MR F" and "Regal", are visible at the bottom right of the page.

- 16.8.2. A particular software release should be downloaded to all relevant devices at the same time. Requests by the Bus Operator, Permanent Kiosks and/or Card Distributors for exceptions to this policy will be handled on a case-by-case basis.

16.9. Revert to Previous Version (SOPs 2.1 and 2.2)

- 16.9.1. The Bus Operator, Permanent Kiosks and/or Card Distributors shall immediately notify Card Issuer of any problems arising from a software download:
- 16.9.2. Depending on the severity of the problems, the Bus Operator, Permanent Kiosks and/or Card Distributors may request that Card Issuer revert the devices to the previous software version(s).

17. **ASSET MANAGEMENT SERVICES**

17.1. Contractor Asset Management Responsibilities

- 17.1.1. Card Issuer shall manage and track the status and location of all system hardware and software assets as part of the AFC. This service shall utilize an asset/inventory control system and database, in accordance with Card Issuer's rules and regulations.

17.2. Replacement Units Inventory

- 17.2.1. Card Issuer shall control and manage all replacement units inventory of back-up equipment and spares for the AFC.
- 17.2.2. Card Issuer shall store all replacement units.

17.3. Software Management Services

- 17.3.1. Card Issuer shall manage the base of all software installed in the AFC. As part of this process, Card Issuer shall track the software configuration and release levels of all sub-systems in the system.
- 17.3.2. Card Issuer shall schedule and distribute all software releases to be installed on systems.
- 17.3.3. Card Issuer shall also provide notification of such releases to the Bus Operator, Permanent Kiosks and/or Card Distributors. Scheduling and distribution shall be centrally controlled.
- 17.3.4. Card Issuer shall be responsible for software installation at all levels of the system.

17.4. Bus Operator Asset Management Responsibilities

- 17.4.1. The Bus Operator must make every effort to ensure that no malicious damage is caused to the AFC hardware equipment installed on the bus.

18. **TECHNICAL SUPPORT AND MAINTENANCE LEVELS (SOP 2.3)**

18.1. Operation and Maintenance of Equipment and Network

- 18.1.1. The Card Issuer will be fully responsible for the maintenance of the equipment and network system.
- 18.1.2. The Bus Operator, Permanent Kiosks and/or Card Distributors are obligated to operate equipment in accordance with the manufacturer's specification to ensure the highest level of availability for use by Commuters.
- 18.1.3. Operational responsibilities include, but are not limited to:
- 18.1.3.1. Ensuring that network failure is reported timeously;

Handwritten signature and initials, including the word 'Regal' and the letters 'JAR'.

- 18.1.3.2. Ensuring any equipment failure is reported immediately to Card Issuer so that the equipment can be swapped out (i.e. replaced with functioning equipment). Standard Operating Procedure to be followed for Card Reader Failure (SOP 3).

18.2. Technical Support and Maintenance Level

18.2.1. Responsibilities of Card Issuer (SOP 2.3)

- 18.2.1.1. Card Issuer shall provide technical support to the Bus Operator, Permanent Kiosks and/or Card Distributors and all maintenance for all equipment.
- 18.2.1.2. Card Issuer certified personnel to perform maintenance. Card Issuer shall provide all necessary maintenance procedures.
- 18.2.1.3. Maintenance of equipment installed at the Bus Operator, Permanent Kiosks and/or Card Distributors' sites will be the responsibility of Card Issuer. Card Issuer's staff will be responsible for first-line maintenance, which includes preventive maintenance and depot maintenance item diagnosis, removal and installation. Card Issuer shall be responsible for the overall depot maintenance program and on-call maintenance.
- 18.2.1.4. Card Issuer shall provide technical support to all staff at the various distribution centres. Technical support shall cover software, hardware, and systems. All technical support personnel shall be fully qualified to perform such support functions
- 18.2.1.5. Card Issuer shall provide telephonic support and when required on-site support using technical personnel fully qualified to provide such support.

18.3. Maintenance Levels

18.3.1. First Line Maintenance

- 18.3.1.1. Certified personnel of Card Issuer will perform first line maintenance. Card Issuer shall provide 10% of the total number of equipment as spare modules and supplies necessary to maintain their equipment. This includes not only the spare devices and modules, but also any diagnostic equipment and additional items and incidentals required for first line maintenance.
- 18.3.1.2. Maintenance and support to include, *inter alia*, the following:
- 18.3.1.2.1. On-Bus equipment and related software;
- 18.3.1.2.2. Cashier and despatch equipment and related software;
- 18.3.1.2.3. Distribution devices, including point of sale kiosks;
- 18.3.1.2.4. Management information;
- 18.3.1.2.5. Back-office software;
- 18.3.1.2.6. Servers;
- 18.3.1.2.7. Workstations and printers; within the cash office and kiosk;
- 18.3.1.2.8. Xlink terminals will be maintained directly by the Issuing Bank.
- 18.3.1.3. Card Issuer shall provide on-call service during the current operating hours of the bus service.

19. **SYSTEM FAILURE PLAN**

19.1. Overview

- 19.1.1. Card Issuer will maintain a Disaster Recovery Plan.



 Type text here

19.2. Purpose of the Disaster Recovery Plan

19.2.1. The Disaster Recovery Plan is intended primarily to dictate procedure(s) in the event of a failure that is localized to the data processing facility, and/or the communication systems and networks therein that support the data processing facility.

19.3. Availability of the Disaster Recovery Plan

19.3.1. Card Issuer will develop and make the Disaster Recovery Plan available for approval and distribute to all parties concerned.

19.4. Responsibility for Reviewing and Approving the Disaster Recovery Plan

19.4.1. It is the responsibility of the Card Issuer to review the Disaster Recovery Plan and distributing it to all interested parties for comments / input prior to approval.

19.5. Roles and Responsibilities Related to the Disaster Recovery Plan

19.5.1. Card Issuer bears the responsibility for all tasks related to implementation of the Disaster Recovery Plan, except as noted below.

19.6. Responsibility for Failure Detection

19.6.1. The detection of an event during normal business hours that could result in a failure affecting information processing systems is the responsibility of all users of the system.

19.6.2. After normal duty hours Card Issuer is responsible for detecting and responding to any failure.

19.7. Testing

19.7.1. Partial tests of individual components and recovery plans will be carried out on a regular basis. A comprehensive exercise of failure point recovery capabilities and support by the Card Issuer will be performed at a minimum on an annual basis.

20. **DATA COLLECTION AND REPORTING**

20.1. Overview

20.1.1. Card Issuer bears the responsibility for the accurate capture and collection of all system data. All data transfers will utilize the formats and conform to the standards where available.

20.1.2. Card Issuer shall have the capability to sort, summarize and report back to the relevant parties on all transactions received from card activations, loading and usage.

20.1.3. Card Issuer shall provide reports online and also provide access to the transaction-level data.

20.2. Data Communications Links

20.2.1. Card Issuer has the full responsibility for maintaining the data communications links between AFC devices on their properties.

20.2.2. The Bus Operator will have partial access (on bus cash transactions) to data that is collected by the AFC devices installed on their vehicles.

20.2.3. The Bus Operator will have access to view the data and will be unable to change or manipulate any data.

[Handwritten signature]
Regal
Far

20.3. Data Retention, Collection and Processing

20.3.1. Records and Retention

20.3.1.1. Card Issuer is responsible for keeping records for historical and audit purposes.

20.3.1.2. The transaction data and utilization activity recorded by the Central System shall be available online for a period of 12 months and shall be available from archives, in electronic form, for a period of five (5) years from the day of occurrence.

20.3.2. Reports

20.3.2.1. Card Issuer shall maintain a report function for generation of reports regarding financial settlement, Data Usage and system monitoring.

20.3.2.2. The reports function will provide the capability to generate reports on a daily basis.

20.3.3. Bus Operator Reports

20.3.3.1. In addition to financial settlement reports, and should it be required, Card Issuer shall provide the Bus Operator with operational reports that document ride and load activity.

20.3.3.2. These reports will include, but will not be limited to, ridership summarised by route, entry point, time of day, and fare products used. Card Issuer shall also provide reports detailing sales of each product.

20.3.4. Third Party Vendor, Permanent Kiosk and/or Distributor's Reports

20.3.4.1. Card Issuer will provide Third Party Vendor, Permanent Kiosk and/or Distributor activity reports.

20.3.5. Data Access

20.3.5.1. Card Issuer will have full access to the databases for the purpose of downloading all transaction data affecting their operation.

21. **FINANCIAL AND RELATED SERVICES**

21.1. Overview

21.1.1. At the end of each calendar day, all transaction records shall be processed by the AFC system for reconciliation purposes.

21.2. Missing Transactions

21.2.1. The AFC system processes all transaction records for settlement at the end of each calendar month.

21.2.2. While most transactions are settled on the day they occur there may be instances that result in missing transactions such as: -

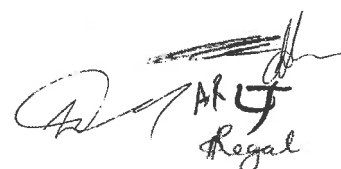
21.2.2.1. Transactions stored on devices that do not connect to the AFC network on the day transactions occur;

21.2.2.2. Equipment failure or destruction of devices from external causes; or

21.2.2.3. Any other situation resulting in transaction records not being received by the AFC system, either temporarily or permanently.

21.2.3. The AFC system should automatically identify "transaction gaps" for most, but not all missing transactions, as follows:

Type text here



AR 4
Regal

- 21.2.3.1. The AFC system follows the history of each GO GEORGE Smart Card by tracking its transaction sequence numbers.
- 21.2.3.2. The combination of card serial number and transaction sequence number creates a unique identifier for each transaction in the system.
- 21.2.3.3. There are separate transaction sequence numbers for each type of transaction.

22. MARKETING AND COMMUNICATIONS

- 22.1. MoG will be appointing an external service provider to handle all marketing and communications for the AFC system.

23. EFFECTIVE DATE: 15 NOVEMBER 2018

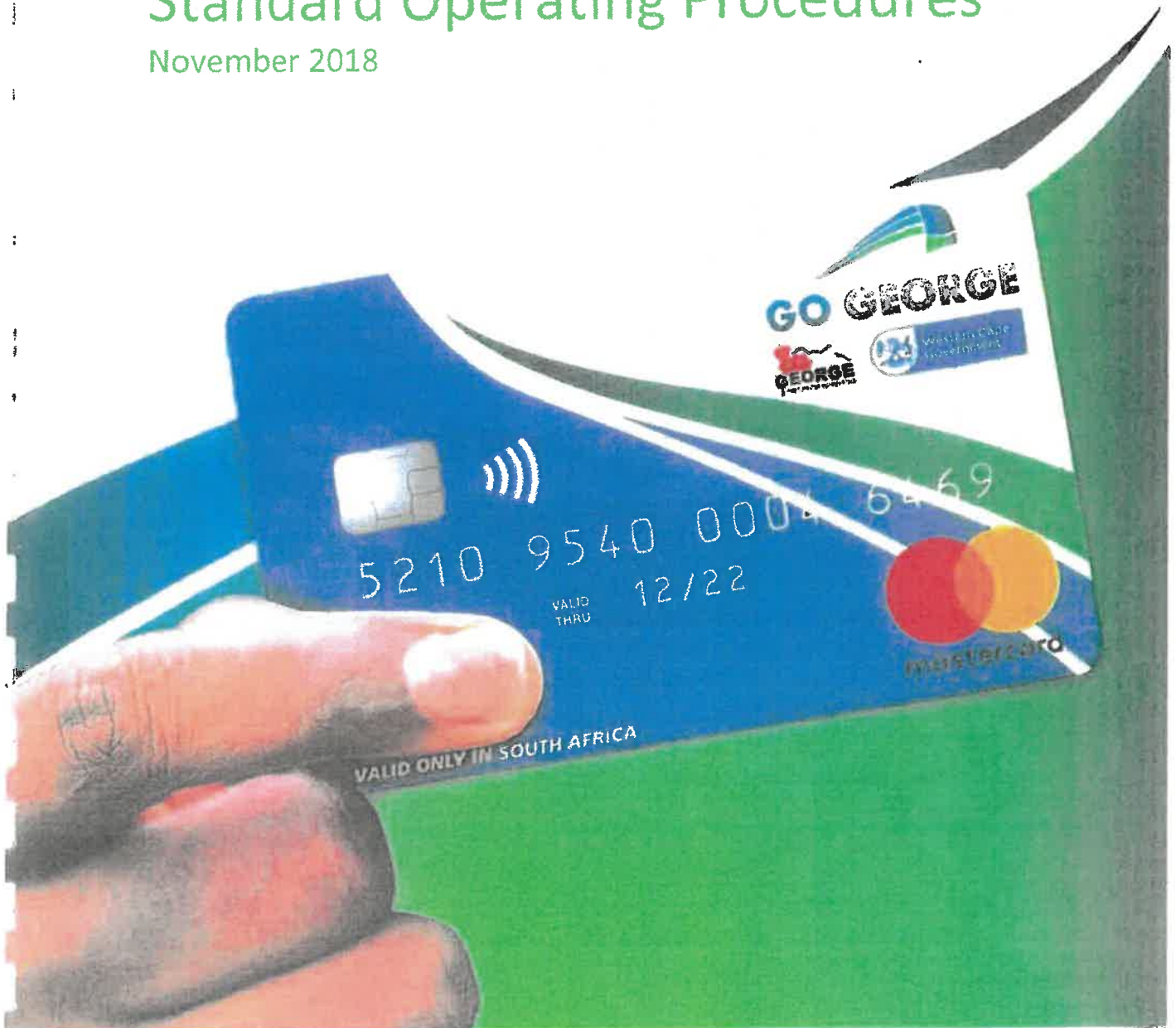


Regal  AR



Automated Fare Collection (AFC) Standard Operating Procedures

November 2018



Regal ALLY

Contents

1	GO GEORGE Smart Card	1
1.1	Graphic and Technical Description of GO GEORGE Smart Card	1
1.2	Communication and Marketing Strategy for GO GEORGE Smart Card	1
1.3	Ordering of GO GEORGE Smart Card Bulk Stock	2
1.4	Ordering of GO GEORGE Smart Card Operational Stock	3
1.5	Card Activation Process	4
1.6	Card Registration Process for Promotional GO GEORGE Smart Card (Registered GO GEORGE Smart Card)	5
1.7	Card Registration Process for Transit GO GEORGE Smart Card (Unregistered GO GEORGE Smart Card)	6
2	Data Network and Software	7
2.1	Process for Updating and Changing of AFC Data	7
2.2	Configuration of Data Downloads to AFC Devices and Other Applications	8
2.3	Maintenance of Network System and Equipment	9
3	Procedure for On-Bus Ticketing Machine Failure	11
3.1	Procedure for On-Bus Ticketing Machine Failure	11
4	Bus – Optima Operations (hardware)	13
4.1	Policy	13
4.2	Sign-On Process to the Optima	14
4.3	Selling A Cash Ticket	15
4.4	Paying Via GO GEORGE Smart Card	16
4.5	Optima Interim Sign-Off	17
4.6	Optima Final Sign-Off	18
4.7	Acceptance of the Layout of the Transfer Receipt	19
4.8	Ordering of Receipt Paper for the Optima	20
4.9	Replacement of Receipt Paper in the Optima	21
4.10	Replacement of Optima Printer	22
4.11	Issuing, Lost/Replacement and Return Bus Driver Card Procedure	23
4.12	Return Bus Driver Lost Card	24
5	Kiosk – Fare Revenue Management	25
5.1	Cashier Appointment Process	25
5.2	Cashier Training Manual	26
5.3	Start of Day for Cashier	27
5.4	Daily Float Management	28
5.5	Requesting and Managing of GO GEORGE Smart Cards at the Kiosks	29
5.6	Daily Health Checks on AFC Kiosk Equipment	30
5.7	Defective GO GEORGE Smart Card / Damaged GO GEORGE Smart Card Process	31
5.8	Transfer of Transit Product – Damaged and Defective GO GEORGE Smart Cards	34
5.9	Collection of Cash Revenue	35
5.10	Standard Bank Transaction Flow for: Cash, Credit and Debit Card	36
5.11	Standard Bank Transaction Flow for Third Party Vendor	38
5.12	Cashier Banking Procedure	40

Regal *AR*

5.13	Shortages / Over's Procedure.....	41
5.14	Business Continuity Plan	42
6	Third-Party Vendor.....	43
6.1	Eligibility of a Third-Party Vendor.....	43
7	VOC Bus Driver Related SOPS.....	44
7.1	Summary of Reporting of Failure of the Card Reader on Bus	44
7.2	Waybill Clerk and Despatcher Standard Operational Procedure – Optima Machine	45
7.2.1	Waybill Clerk Bus Driver Booking on Procedure.....	45
7.2.2	Waybill Clerk Procedure if Bus Driver Card Fails to Sign-On to the Optima Machine or Bus Driver Forgets or Loses His Bus Driver Card	46
7.2.3	Bus Driver Proceeds to Despatcher.....	47
7.2.4	Despatch Procedure for Optima Defect Reported – In Yard	47
7.2.5	Despatch Procedure for Optima Defect Reported – En-Route.....	48
7.2.6	Despatch Procedure for Bus Breakdown and Accident's	48
7.2.7	Waybill Clerk and Despatcher Bus Drivers Signing-Off Procedure at the Depot	49
7.2.8	Procedure for a Forced Sign-Off.....	49
7.2.9	Recording of Short and Overtime Worked by Bus Driver.	49
7.3	Driver's Standard Operational Procedure - Optima Machine	51
7.3.1	Bus Driver Booking on Procedure.....	52
7.3.2	Bus Driver En-Route Procedure.....	53
7.3.3	Waybill Clerk and Despatcher Bus Driver Signing-Off Procedure	54
7.3.4	Bus Driver's Paying in Procedure at Cashier in Depot	55
7.3.5	Optima Defect Procedures for Bus Drivers.....	56
7.3.6	Bus Driver Lost Card Procedure	57
7.3.7	Cardholder Complaints On-Bus	58
7.3.8	Commuter Refuses to Pay for Fare/Damaged And Defective Go George Smart Card....	59
7.4	Cashier's Standard Operational Procedure – Optima Machine.....	60
7.4.1	Procedure Instructions for Sign-On/Sign-Off on Cashier Optima Machine and Signing-Off of Bus Driver Cards.....	60
7.4.2	Bus Driver Cash-In Procedure	60
7.4.3	Forced Sign-Off Bus Driver Optima Machine Instances	61
7.4.4	Dispute Resolution Procedure	61
7.4.5	Cashier Sign-Off Procedure and Balancing of Cash at End of Shift.....	62
7.4.6	Cashier Reconciliation and Banking	62
8	GO GEORGE Call Centre	65
8.1	GO GEORGE Call Centre.....	65
8.2	Customer Complaints Defective/Damaged GO GEORGE Smart Cards	68
8.3	Failure of the Card Reader On Bus	69
8.4	Commuter Refuses to Pay for Fare/Damaged and Defective Go George Smart Card	70
8.5	Zero-Value "VIP" Go George Smart Card.....	71

[Handwritten signatures and initials]
Regal

Annexures

Annexure A:	72
Annexure B.....	73
Annexure C	74
Annexure D	75
Annexure E.....	77
Annexure F.....	78

Royal
[Signature]

1.3 Ordering of GO GEORGE Smart Card Bulk Stock

Business Rules

- Business Rule 5.2
- Business Rule 5.4

Policy

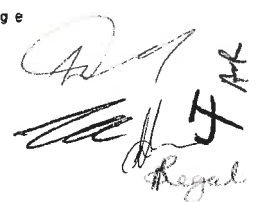
- By virtue of the relationship between the Card Issuer (AFSOL) and Issuing Bank (Standard Bank), AFSOL shall be responsible for the ordering and checking of GO GEORGE Smart Cards.

Procedure

- AFSOL to order bulk GO GEORGE Smart Cards from Standard Bank.
- AFSOL will be responsible for the safe-keeping of the inventory until formally delivered to the Municipality.
- AFSOL to check and sign-off on GO GEORGE Smart Card Bulk Stock.
- GO GEORGE Smart Card Bulk Stock will be delivered to the Municipality for safe-keeping.
- Municipality to maintain a minimum quantity of 5000 GO GEORGE Smart Cards and instruct AFSOL to re-order when minimum is reached.
- Minimum lead time for ordering of GO GEORGE Smart Cards is 3 months (12 weeks).
- Minimum order quantity is 5000 GO GEORGE Smart Cards.

Documents

- Ticket Order form
- Annexure A: Sequence of GO GEORGE Smart Card

Handwritten signatures and initials in the bottom right corner, including a large signature, the number '4', and the word 'Regal'.

1.4 Ordering of GO GEORGE Smart Card Operational Stock

Business Rules

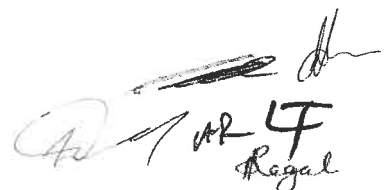
- Business Rule 5.2
- Business Rule 5.4

Policy

- By virtue of the relationship between the Card Issuer (AFSOL) and Issuing Bank (Standard Bank), AFSOL shall be responsible for the ordering and checking of GO GEORGE Smart Cards.

Procedure

- AFSOL shall order the operational stock from the Municipality.
- AFSOL shall maintain the card inventory at levels sufficient to meet demands.
- AFSOL representative sends a GO GEORGE Smart Card Order Form with the Annexure detailing the sequence per box of 500 cards.
- Both AFSOL representative and Municipality's Finance representative, will remove the number of cards requested as per the Ticket Order Form (from the safe which is housed in the municipal building) in line with the sequences and sign as evidence.
- GO GEORGE Smart Cards are delivered to the AFSOL representative.
- The original form is retained by AFSOL and the Municipality make their own copy.



Handwritten signatures and initials, including "AR LF" and "Regal".

1.5 Card Activation Process

Business Rule

- Business Rule 5.11

Policy

- AFSOL, or an authorised Card Distributer, is responsible for activating the GO GEORGE Smart Card.
- GO GEORGE Smart Cards may not be activated or loaded with Transit Product prior to distribution.
- GO GEORGE Smart Card shall be considered "inactive" before it has been activated.

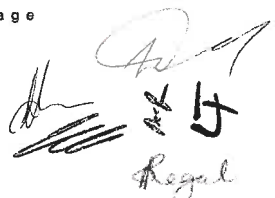
Purpose and Scope

- Once issued, AFSOL shall categorize cards as "inactive," "activated," "loaded," or "expired". The inventory and card management system shall have the appropriate interfaces to accommodate all processes associated with monitoring of card activity status.

Procedure

The below procedure will be in the training document provided by AFSOL to the Kiosk Staff:

- A GO GEORGE Smart Card must be activated before it can be used.
- Card activation is a non-payment transaction.
- Double click on TRANSIT KIOSK icon.
- On the next screen select POINT OF SALE.
- User will be required to touch their Dallas key on the reader when Signing-into the POINT OF SALE option.
- Select TRANSIT DATA ENQUIRY option.
- A transit data enquiry is the foundation or starting point of many of the transactions, before performing the desired transaction.
- This transaction can be done at any point after the data enquiry has been done.
- To activate a new transit card, click on the ACTIVATE CARD option.
- Cardholder name, contact number, ID type and ID number is not required when activating cards.
- Click on ACCEPT.
- GO GEORGE Smart Card is then activated.



Regal

1.6 Card Registration Process for Promotional GO GEORGE Smart Card (Registered GO GEORGE Smart Card)

Policy

- Commuter will have to present their ID or Passport to ensure that only one card is issued per person.

Procedure

- Cashier can access the Commuter Registration portal via a link on the desktop.
- Cashier to log into GIPTN Commuter Registry Application.
- Enter Username and Password.
- Scan ID/Passport of Commuter.
- Verify if Commuter is registered or not.
- Select YES if registered, or NO if not registered.
- If not registered, the Commuter can be issued with a GO GEORGE Smart Card at an incentivised cost.

1.7 Card Registration Process for Transit GO GEORGE Smart Card (Unregistered GO GEORGE Smart Card)

Policy

- Commuter may purchase a GO GEORGE Smart Card without presenting their ID or Passport.
- This Procedure shall be followed in the event that the Commuter is already in possession of Promotional GO GEORGE Smart Card or opts for an unregistered card.

Procedure

- Cashier shall activate the GO GEORGE Smart Card without Signing-into the GIPTN Commuter Registry Application.
- The Commuter can be issued with a GO GEORGE Smart Card at the cost prescribed by the MoG.

[Handwritten signatures and initials]
Regal

2 Data Network and Software

2.1 Process for Updating and Changing of AFC Data

Business Rule

- Business Rule 16.2 to 16.9

Policy

- GIPTN Manager to notify AFSOL of change request in waybill (i.e. routes, tariffs and timetables).

Procedure

- On receipt of a signed Change Request form, AFSOL will initiate the data transfer.
- On completion of the data transfer, the Change Request must be signed for completion, and the original filed.
- Embedded template below must be used. No verbal or e-mailed instructions will be accepted.
- Changes to ITS master data may occur as the need arises. If any master data update impacts Bus Driver operation, these changes need to be applied to the AFC.
- Signed approval of this change request will initiate a data transfer from ITS to AFC.
- Data transfer is subject to the AFSOL ITS / Almex data transfer standard operating procedure. Available on request.
- The data transfer takes 5 working days to complete.
- Data will be promoted to production on the indicated date, or 5 working days after receipt of the signed change request, except if it is classified by the requestor as an emergency change. Emergency changes will incur cost.

Completion

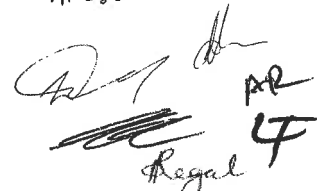
- Sign-Off

Procedure

- On completion of promotion to production, the approved Change Request is dual signed by the designated AFSOL representative and a representative of the GIPTN Management Unit.
- The original copy is retained, scanned onto a repository, and kept on file for audit purposes (A minimum of three years).

Document Control

- Change Request Form

Handwritten signatures and initials at the bottom right of the page. There are several signatures, including one that appears to be 'Regal' and another that looks like '4F'.

2.2 Configuration of Data Downloads to AFC Devices and Other Applications

Business Rule

- Business Rule 16.2 to 16.9

Policy

- Card Issuer (AFSOL) will be fully responsible for developing, lab testing, deploying and confirming software application and configuration data downloads to AFC devices and other applications.

Procedure

- Procedure for sending through updated configurations to a production machine would be to first send it in a test environment.
- Once it has been downloaded in test, a manual check must be performed on the updates, to check if it's been downloaded correctly and implemented.
- Once all these steps have been taken, before sending through the updates in the production environment, the updates need to be signed off by the relevant parties involved.
- When all the necessary steps have been taken and the updates have been sent through in the production environment it needs to be checked that it was implemented successfully.
- Once the above steps have been taken, a final Sign-Off by relevant parties must be done, showing that the Change Request has been successfully implemented.

2.3 Maintenance of Network System and Equipment

Business Rule

- Business Rule 18
- Business Rule 18.2.1

Policy

- Card Issuer (AFSOL) will be fully responsible for the maintenance of network system and equipment.

Network System

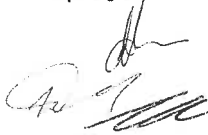
- The AFSOL network consists of multiple points such as the AFSOL Office, Municipality of George, George Depot, the GO GEORGE Transport Hub and the George Electrical Department (disaster recovery site) all these points have Main and Failover lines to build on the networks redundancy.
- The health check on the network will consist of pinging the Point to Points at the George Depot, from the AFSOL George office to check that all the points are active and transmitting data.
- If it is found that a point or Access point is down after doing the routine check, further investigation will have to be done.
- The beams and access points can be accessed using its IP and password, a list of all IPs and passwords are documented.
- Troubleshooting will include checking if there is power, that the data is coming through or tracing the problem to the source.
- If everything internally at AFSOL is working, an urgent call should be logged with the service provider (Cloud Connect).
- If the network is down at the Depot, daily procedure can continue as usual with the exception of reports not being able to be pulled due to no network connectivity.
- Optima can function without the network and store all data up to 60 days before it locks out.

Equipment

- General maintenance on the on-Bus AFC equipment will be done by the AFSOL technician at the Depot during operating hours.
- Scheduled maintenance of all Optima's will take place on a monthly basis.
- Maintenance registers will be kept with job cards for non-maintenance related work.
- It is the Bus Driver's responsibility to check prior to starting a trip that there is a sufficient amount of thermal paper in the Optima printer to complete his trip.
- Maintenance on machines on-site includes the following:
 - Blowing the Optima printer with a blower, at 2 bars and keeping it at a distance of 30cm.

Regal 
A 7 R 4

- Wiping down the machine with normal non-abrasive detergent and sponge.
- Checking the functionality of machines by AFSOL technicians at night will include:
 - The technician checking the ready line for the next morning by doing a Bus Driver log in and card query.
 - Testing the functionality of the Optima, OTI reader and printer..


Regal
AK 4

3 Procedure for On-Bus Ticketing Machine Failure

3.1 Procedure for On-Bus Ticketing Machine Failure

Business Rule

- Business Rule 4.1.6.

Policy

- An on-Bus ticketing machine failure entails, amongst others, card reader failure (OTI), power failure (Base Plate), printer failure (unrelated to paper jam or out of paper). (unless cash tickets can be sold through the AFC System)
- The Bus Driver will immediately communicate a failure to the Despatcher on duty.
- In the event of a failure, whilst the Bus continues to operate, the Bus Driver must allow Commuter a free ride.

Procedure

- Bus Driver to ascertain whether it is a card reader failure or a damaged/defective GO GEORGE Smart Card problem by way of a process of elimination with the Card Query function on the Optima.
- If this fails the Bus Driver must request that the next Cardholder present his/her card for a Card Query.
- If the Card Query fails again, it will be a card reader failure and an AFSOL technician must be called out.
- Bus Operator to follow Standard Operating Procedure for Reporting of Failure of Card Reader on Bus (SOP 7.1).
- If the second card passes the Card Query test, the first Cardholder's GO GEORGE Smart Card can be deemed a damaged/defective card and Bus Driver must follow Standard Operating Procedure for "Defective GO GEORGE Smart Card/Damaged GO GEORGE Smart Card" (SOP 7.1).
- If a machine is faulty whilst a Bus is en-route and it affects ticket sales or anything that hinders the procedure of ticket sales, the Bus Driver must notify Despatch who in turn must notify GO GEORGE Ops Control.
- GO GEORGE Ops Control must immediately communicate the failure to an AFSOL technician.
- AFSOL technician's time to breakdown will commence immediately upon being notified by GO GEORGE Ops Control.
- Once notified, AFSOL technician will proceed to the Bus Driver's route ending point with a spare Optima and will troubleshoot to ascertain if an Optima swop out is sufficient and/or check if the fault is not with the OTI reader's wiring. Bus Driver to continue with his duty until he is met by AFSOL Technician
- If it is possible, the Bus Driver must Sign-Off by way of an Optima Interim Sign-Off – see Standard Operating Procedure for "Optima Interim Sign-Off" (SOP 4.5).

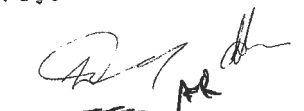
- If it is not possible for the Bus Driver to perform an Optima Interim Sign-Off, AFSOL technician will make sure the replacement Optima has the same Bus number as the faulty Optima, which will allow the Bus Driver to sign in without having to be despatched again.
- If the fault lies with the base plate the Depot must be notified to send out a replacement Bus to complete the route, as a base plate replacement cannot take place off site.
- Once the job has been completed the AFSOL Technician needs to complete a job card with details including what was done, serial number of the Optima, location of the Bus and the time it took the AFSOL technician to respond once notified of the card reader failure from GO GEORGE Ops Control.
- GO GEORGE Ops Control must Sign-Off on the job card and ensure that there is an e-mail forwarded to AFSOL recording the card reader failure event.
- Superintendent to confirm on job card that the failure has been rectified.
- This job card needs to be sent to the AFSOL and documented to keep a record of maintenance done.
- AFSOL to send a copy of the signed job card to the Department of Transport and Public Works.
- Once the AFSOL technician returns to the Depot with the faulty Optima the technician will power up the machine after performing a forced Optima Final Sign-Off.
- The Optima will compile and print out a Driver Receipt for the Bus Driver. The AFSOL technician must take the print out to the Cashier at the Depot so that they can record that Bus Driver has to cash in the amount on the Driver Receipt printout (Slip Process).
- The transactions for the faulty Optima will not be scripted to a Bus Driver's card if there was no Optima Final Sign-Off, however once the faulty Optima performs a data transfer it will reflect on reports.
- If the Bus Driver performs an Optima Interim Sign-Off, the Slip Process will not be required as the information will have scripted to his card.

Regal *AK*

4 **Bus – Optima Operations (hardware)**

4.1 **Policy**

- Every Bus Driver must report to Despatch at the beginning of his shift where a duty is assigned and scripted to the Bus Driver card.
- (See Standard Operating Procedures below:- SOP 4.1. to 4.12)


Regal 4

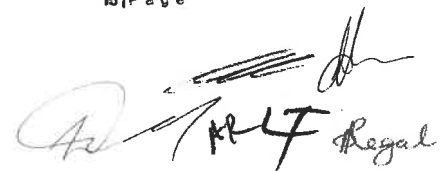
4.2 Sign-On Process to the Optima

Procedure

- On the Optima, selects DUTY SIGN-ON option.
- Optima displays PLEASE PRESENT USER CARD.
- Bus Driver places Bus Driver Card on top of Optima.
- Bus Driver enters his/her Bus Driver number and PIN.
- Optima validates PIN code against user list.
- Bus Driver enters his/her waybill / duty number and click on ENTER button.
- Bus Driver selects journey and service (trip and start time).

4.3 Selling A Cash Ticket

- To sell an Adult cash ticket, Bus Driver selects the Bus stop the Commuter wishes to travel to and selects ADULT SINGLE.
- The Optima presents the monetary value of the ride and Bus Driver selects ISSUE to print ticket.

A handwritten signature in black ink is written over a rectangular stamp. The stamp contains the text "R.F. Regal" in a bold, sans-serif font. The signature is written in a cursive style, with the first part of the name being "R.F." and the last part being "Regal".

4.4 Paying Via GO GEORGE Smart Card

Procedure

- Commuter presents GO GEORGE Smart Card to the OTI reader.
- Commuter must hold GO GEORGE Smart Card on OTI reader until all four green lights have lit up.
- Optima verifies card and prints receipt/ticket.

Handwritten signatures and initials in the bottom right corner. The signatures appear to be 'Reginald' and 'H. F. AR'.

4.5 Optima Interim Sign-Off

Procedure

- When Bus Driver leaves his/her machine for a break, he/she need to Suspend service.
- This function locks the Optima when the Bus Driver leaves his machine for a short period of time.
- On the Optima, Bus Driver selects DRIVER MENU.
- On the next screen Bus Driver selects SUSPEND.
- Optima will display PLEASE PRESENT USER CARD, Bus Driver will have to re-enter his/her PIN when returning to use Optima.



Handwritten signatures and initials, including a large signature and the word "Regal" written below it.

4.6 Optima Final Sign-Off

Procedure

- When Signing-Off at the end of the shift, the Bus Driver must Sign-Off and print Driver Receipt.
- On the Optima, Bus Driver selects DRIVER MENU.
- On the next screen Bus Driver selects SIGN-OFF.
- Optima will display PLEASE PRESENT USER CARD; Bus Driver taps his/her card and Optima will then print Waybill.
- Optima will display WAS THE WAYBILL PRINTED PROPERLY,
- If waybill printed properly select Green Tick.
- If not, select REPRINT.
- When the Bus Driver Receipt is confirmed the Optima Screen will return to Start Up Screen.

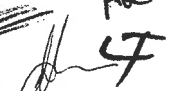


Handwritten signatures and initials, including the name "Royal" at the bottom right.

4.7 Acceptance of the Layout of the Transfer Receipt

Procedure

- All relevant parties need to approve the suggested change and sign it off, AFSOL will then make the changes on the layout.


Regal  47

4.8 Ordering of Receipt Paper for the Optima

Policy

- The paper stock needs to be managed by Card Issuer (AFSOL) to be able to order timeously.
- Depending on whether ALMEX has paper in stock, the lead times will differ.
- AFSOL must ensure that the minimum stock level must be for one month's supply of paper.

Procedure

- To order paper, a formal quotation request by means of a letter to ALMEX.
- Details of the paper requesting, is as follows:
 - ALMEX details.
 - The specific dimensions of the paper.
 - The quantity of paper needed, usually in the form of boxes.
 - Delivery address.
 - The correct Company details such as "AFSOL PT Company Reg. No." and "VAT No." must reflect on the letter for invoicing purposes.
- After receiving the quotation and the quotation is in order, instruction is given by AFSOL to ALMEX to place the order.
- The cost of the paper must be separated from the cost of transport.

4.9 Replacement of Receipt Paper in the Optima

Procedure

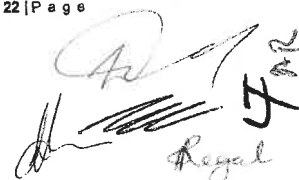
- It is the Bus Driver and AFSOL technician's responsibility, before the Bus Driver goes out on duty, to check that there is sufficient receipt paper in the Optima printer.
- When the AFSOL technician performs the daily health check, it must be checked that each Bus has sufficient paper in the Optima printer and that there is spare receipt paper on the Bus.

  
Regul AR
4

4.10 Replacement of Optima Printer

Procedure

- In a case of a faulty printer, AFSOL must replace the faulty printer with a spare.



Handwritten signatures and initials, including a large signature, a smaller signature, and the word "Regal" written below them.

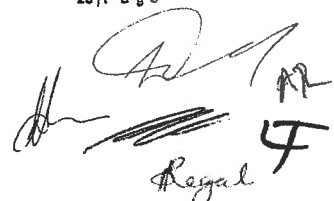
4.11 Issuing, Lost/Replacement and Return Bus Driver Card Procedure

Procedure for Issuing Bus Driver Card

- Bus Driver complete form for the issuing of a Bus Driver card.
- Bus Driver to sign form to confirm receipt of Bus Driver card.
- AFSOL to keep confirmation of receipt on file with a copy handed to the VOC.
- Each card will display the Bus Driver initial, surname and employee number.
- Documentation required
- Refer to Annexure B.

Lost/Replacement Bus Driver Card

- Bus Driver to report lost Bus Driver card to Supervisor.
- AFSOL to check via the ALMEX back office for outstanding balances on the Bus Driver card.
- If any outstanding balance, the Bus Driver must settle the amounts first.
- If there is a no balance, Bus Operator to provide written request to AFSOL to issue replacement Bus Driver card.
- AFSOL will then block the lost card and programme new Bus Driver card.
- AFSOL to transmit data updates to all Optima's.
- Lead time for replacement / reprogramming of a card is within 6 hours.


Regal 4

4.12 Return Bus Driver Lost Card

- AFSOL will verify the card condition.
- AFSOL will clear the card and unblock the card to be re-used.
- Issue a receipt to the Bus Driver that the card was returned.
- AFSOL to transmit data updates to all Optima's.
- AFSOL to remove the Bus Driver's initial, name and employee number from the card.



Regal JAR

5 Kiosk – Fare Revenue Management

Business Rules

- Business Rule 4.3.1.1

5.1 Cashier Appointment Process

Policy

Ensure that the appointment process is followed to attract the most suitable candidate for the Cashier position based on a strict set of criteria.

Documentation

Cashier needs to be able to provide the following documentation:-

- Matric certificate
- ID document
- Police clearance
- Proof of residence
- CV

Review and Revision

- The Cashier needs to take a numeracy test to ensure he/she can count.
- If any Cashier commits a criminal offence within the period of service, they will be dismissed effective immediately.
- Two shifts will be operational at all Kiosks.

5.2 Cashier Training Manual

Policy

- Policy will be given to the Cashier from Card Issuer (AFSOL) to ensure that the Cashier understands the detail of responsibility around the duties to be implied. This policy document must be signed by the Cashier.

Purpose & Scope

- To ensure the responsibilities from all parties to be understood and handled accurately.

Responsible for Implementing Procedure

- AFSOL to ensure the Cashier is able to execute the tasks and understands all procedures and processes.

Procedure

- AFSOL will provide the Cashier with a training manual, give the proper training and ensure the Cashier understands all tasks.
- Each Cashier will be trained and must meet minimum criteria to perform their duties.

Documentation/Book

- A training manual will be provided to each Cashier on the training day.

Records

- An attendance register will be supplied to ensure the trainee has done the training and understands the task.

5.3 Start of Day for Cashier

Policy

- Ensure staff readiness to serve Commuters and open for service as per advertised times.

Purpose & Scope

- This procedure aims to ensure that the Start of Day policy is met.

Responsible for Implementing Procedure

- AFSOL/ Supervisor

Procedure

- Cashier staff to report to duty timeously.
- AFSOL to maintain shift and attendance register for Kiosk staff.
- Cashiers to have sufficient float for day operation.
- Cashiers to have sufficient stationery (paper rolls) on hand before commencing shift.
- Cashiers to have sufficient (fifty or more) GO GEORGE Card Stock on hand before commencing shift.
- Cashiers to ensure that float is R400.00 at the start and end of each shift.
- Cashiers and Supervisor to complete and Sign-Off Cash Float Control Sheet. Float is checked at the start and end of a shift.
- Cashiers will each receive Cash Float Control Sheets.
- Any discrepancies to be noted on Daily Float Sheet and to be reported to the Supervisor and AFSOL.
- Cashiers to do multiple cash ups during the day to eliminate having too much cash in tills during a shift.
- Cashiers to attach cash declaration and receipts of sales for specific cash up in stop/loss bag and store in safe until end of day cash up is done.

Documentation/Book

- Attendance register – signed off daily by Supervisor
- Daily Float Sheet – signed off daily by Supervisor.
- Daily Shift Sheet – signed off daily by Supervisor.
- GO GEORGE Daily Stock Sheet – Checked by Supervisor at end of the shift.
- Damaged and Defective card form – to be submitted to Supervisor for onward transmission to AFSOL Team.
- Product Checklist – signed off daily by Supervisor.

Handwritten signatures and initials in the bottom right corner. There are three distinct signatures: one that appears to be 'Regal', another that is more stylized, and a third set of initials 'Ah' and 'F'.

5.4 Daily Float Management

Policy

- Daily floats to be managed and controlled daily by Cashiers and Supervisors.

Purpose & Scope

- This procedure aims to ensure that the daily floats are sufficient for daily operations.

Responsible for Implementing Procedure

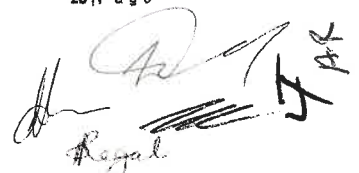
- AFSOL

Procedure

- Cashiers will be issued with a cash float of R400.00 by the Supervisor at the start of each shift and are responsible for managing the cash float daily.
- Cashiers change float must be checked during daily cash up by the Supervisor on duty in the presence of the Kiosk staff concerned. All discrepancies must be recorded by the Supervisor in a Float Discrepancies book and reported to the service provider and AFSOL.
- Daily floats must be locked in the safe for safe keeping overnight.

Documentation/Book

- Cash Float Summary
- Float Discrepancies (to be noted on cash float summary)

Handwritten signatures and initials are present at the bottom right of the page. There are several overlapping signatures in black ink, including what appears to be a large 'A' and some initials that look like 'J' and 'AR'.

5.5 Requesting and Managing of GO GEORGE Smart Cards at the Kiosks

Business Rule

- Business Rule 6.4
- Business Rule 6.5

Policy

- Each Cashier is issued with a minimum of 50 GO GEORGE Smart Cards per shift.
- Cashier to request GO GEORGE Smart Card stock when minimum card stock level of 20 has been reached.
- A Supervisor to ensure sufficient stock is made available on request.

Purpose & Scope

- This procedure aims to ensure that the GO GEORGE Stock Control Policy is met.

Procedure

- The Cashier will daily complete a GO GEORGE Card Stock Sheet to confirm the number of cards on hand. Number of card stock should be part of the Cashier daily reconciliation and responsibility.
- Cashier to request replenishment of the GO GEORGE Card daily when it reaches a minimum stock level of 20 cards.
- Supervisor will be held responsible for the bulk cards inside the Kiosk which will be locked and sealed in the float safe.

Regal *AR* *ST*

5.6 Daily Health Checks on AFC Kiosk Equipment

Policy

- Card Issuer (AFSOL) will be responsible for first-line maintenance on the AFC Kiosk equipment which includes preventative maintenance.

Procedure

- Cashiers will check daily that the AFC Kiosk equipment / system are operational by doing a balance enquiry in the morning. (This balance enquiry will cover multiple daily health checks including Xlink communication, Veriphone communication and printer works).
- Cashier is responsible to check if there is sufficient paper in the Kiosk printer.
- Cashiers and Supervisors to daily check that Verifone, Xlink and the power supply of the AFC Kiosk are switched on.
- Supervisor to ensure there is an internet connection for reports and access to Almex back office.
- Switch-off Kiosk completely at night after each shift.
- Cashiers will be responsible for cleaning the AFC Kiosk equipment once a week by using a sponge and a non-abrasive detergent. (Note: no water to be used)
- As a weekly health check, all electrical cables including power supply should be neatly setup at each Kiosk.

Handwritten signatures and initials in the bottom right corner of the page. There are several distinct marks, including what appears to be a signature and the initials 'FAR'.

5.7 Defective GO GEORGE Smart Card / Damaged GO GEORGE Smart Card Process

Business Rule

- Business Rule 5.8
- Business Rule 5.9
- Business Rule 12.2

Policy

- Card Issuer (AFSOL) is responsible for dealing with all defective and damaged GO GEORGE Smart Cards.

Purpose & Scope

- This procedure aims to ensure that the defective and damaged GO GEORGE Smart Card policy is met.

Maliciously Damaged Card

Business Rule

- Business Rule 5.7

Procedure

- The Cardholder reports to an AFSOL Permanent Kiosk with their damaged or defective GO GEORGE Smart Card.
- Cashier to do a visible inspection on the GO GEORGE Smart Card to determine if the card has been maliciously damaged.
- If the GO GEORGE Smart Card is maliciously damaged, the Cardholder is immediately informed.
- Cashier to explain to the Cardholder the procedure for the replacement of the maliciously damaged GO GEORGE Smart Card (card can be replaced at the Cardholders cost).
- Cashier to immediately inform the Supervisor for assistance (approval) to replace the damaged GO GEORGE Smart Card.
- Cashier to retain the damaged GO GEORGE Smart Card to do a balance enquiry on the card. If the balance enquiry on the ALMEX POS cannot be done the Supervisor will be required to access the backoffice PC.
- The Supervisor will be required to access the Standard Bank CCS system to determine the balance on the GO GEORGE Smart Card and the last transaction date.
- Cashier will be required to assist the Cardholder to complete Defective/ Damaged GO GEORGE Smart Card Form.

Handwritten signatures and initials, including 'AR' and 'Regal'.

- Supervisor to print receipt reflecting remaining trip balance on the damaged GO GEORGE Smart Card from the SBSA CCS system. The receipt must be stapled to the Defective/ Damaged GO GEORGE Smart Card Form.
- For a damaged GO GEORGE Smart Card, the Cardholder must purchase a new GO GEORGE Smart Card (Cardholder will not be entitled get a free GO GEORGE Smart Card).
- The Supervisor will grant approval to the Cashier to transfer the remaining balance to the new GO GEORGE Smart Card if the following has been done:
 - Cardholder to complete all details on the Defective/ Damaged GO GEORGE Smart Card Form.
 - Cashier can contact the AFSOL office or Transport Hub Supervisor to assist with the balance enquiry on the Standard Bank CCS system.
 - The balance on the damaged GO GEORGE Smart Card must be verified on the CCS system and a receipt printed.
 - The Supervisor must approve and sign the GO GEORGE Smart Card Transfer Form and then effect transfer of the balance to the new card.
 - Damaged GO GEORGE Smart Card to be retained by Cashier and attached to the Defective/ Damaged GO GEORGE Smart Card Form.
- Any balance on the damaged GO GEORGE Smart Card will be loaded to a new GO GEORGE Smart Card via the ALMEX POS system:
 - Cashier will select the Refund value (zero-value product) on the product list. Cashier will load the balance on the new card via the Refund.
 - Cashier to attach the receipt of the refund trip to the Defective/ Damaged GO GEORGE Smart Card Form.
 - Cashier will do a balance enquiry on the new GO GEORGE Smart Card which will be a verification of the balance loaded.
- The following business day all transfers for damaged GO GEORGE Smart Cards will be sent to the back office where the Reconciliation Clerk will print another CCS balance for the system.

Defective GO GEORGE Smart Card

Business Rule

- Business Rule 5.8

Procedure

- The Cardholder reports to an AFSOL Permanent Kiosk with their damaged or defective GO GEORGE Smart Card.
- A GO GEORGE Smart Court could be defective if:
 - The smart chip is damaged. (This can only be checked at the Kiosk POS)

[Handwritten signature]
[Handwritten signature]
 Regal *[Handwritten signature]*

- The internal contactless antenna is faulty. (This can only be check by tapping on the Optima)
- If the GO GEORGE Smart Card has no signs of visible damage, the Cashier will first check and insert the smart card into the ALMEX POS to verify if the GO GEORGE Smart Card chip can be read. (Cashier must conduct a balance enquiry)
- Cashier to explain to the Cardholder the procedure for the replacement and investigation of the defective GO GEORGE Smart Card.
- If the smart chip on the card cannot be read, the Cardholder must complete the Defective/ Damaged GO GEORGE Smart Card Form.
- If the ALMEX POS cannot read the GO GEORGE Smart Card chip, the Cardholder is issued with a new GO GEORGE Smart Card at no cost and Cashier retains the defective GO GEORGE Smart Card.
- The Supervisor will grant approval to the Cashier to transfer the remaining balance to the new GO GEORGE Smart Card if the following has been done:
 - Cardholder has completed all details on the Defective/ Damaged GO GEORGE Smart Card Form.
 - Cashier can also contact the AFSOL office or Transport Hub Supervisor to assist with the balance enquiry on the Standard Bank CCS system. The balance on the GO GEORGE Smart Card must be verified on the CCS system and printed.
 - The Supervisor must approve and sign the GO GEORGE Smart Card Transfer Form and then effect transfer of the balance to the new card.
 - Defective GO GEORGE Smart Card to be retained by Cashier and attached to the Defective/ Damaged GO GEORGE Smart Card Form.
- Any balance on the defective GO GEORGE Smart Card will be loaded to a new GO GEORGE Smart Card via the ALMEX POS system:
 - Cashier will select the Refund value (zero-value product) on the product list. Cashier will load the balance on the new card via the Refund.
 - Cashier to attach the receipt of the refund trip to the Defective/ Damaged GO GEORGE Smart Card Form.
 - Cashier will do a balance enquiry on the new GO GEORGE Smart Card which will be a verification of the balance loaded.
- The following business day all transfers for damaged GO GEORGE Smart Cards will be sent to the back office where the Reconciliation Clerk will print another CCS balance for the system.

Documentation/Book

- Defective or Damaged GO GEORGE Smart Card Form
- Transfer approval document
- Example of the CCS balance enquiry

Regal
pt
CF

5.8 Transfer of Transit Product – Damaged and Defective GO GEORGE Smart Cards

Policy

- All Transit Product transfers to be authorized by a Supervisor. This procedure aims to ensure that the policy in relation to the transfer initiated by the Supervisor is met.

Procedure

- Cashier to complete a Damaged/Defective GO GEORGE Smart Card Form for assessment.
- Once AFSOL has assessed the GO GEORGE Smart Card, if a transfer is required, Supervisor to complete a GO GEORGE Smart Card Transfer Form bearing the Commuters name, contact number, GO GEORGE Smart Card number, date, time, Transit Product remaining.
- Supervisor to confirm the number of trips to be transferred and sign acknowledging same.
- Signed GO GEORGE Smart Card Transfer form to be submitted to AFSOL.

Documentation/Book

- GO GEORGE Smart Card Transfer Form
- Defective/ Damaged GO GEORGE Smart Card Form (refer to Annexure C).

Review and Revision

- To be reviewed every six months and revised accordingly.

Definitions

- GO GEORGE Smart Card Transfer Form – contains the Cardholder's contact details and used to record transfer of Transit Product to Cardholders.

5.9 Collection of Cash Revenue

Policy

- Cash revenue collected for Transit Product loaded onto a GO GEORGE Smart Card and the sale of GO GEORGE Smart Cards will be deposited into Card Issuer's (AFSOL's) bank account.

Procedure

- Daily takings will be collected by a Cash in Transit Company from a designated AFSOL Permanent Kiosk seven days a week.
- Cash revenue collected will be deposited into AFSOL's AFC Revenue-Standard Bank Account.
- Cash in Transit Company to return deposit slip, signed by the Bank, to AFSOL's office, who will check and verify that the amounts banked, correspond with the deposit slips.
- The Cashier Sales Report, the Bank Deposit Slip and Bank Statement are physically verified with the duplicate receipts/deposit slip received from the Bank.
- Any discrepancies/deviations are to be immediately followed up and reported in writing to AFSOL's office.

Documentation / Reports

- Cashier Sales report (receipts)
- Z-card reading (Cashier)
- Bank deposit slip
- Bank Statement

Regal
Regal
AR
4

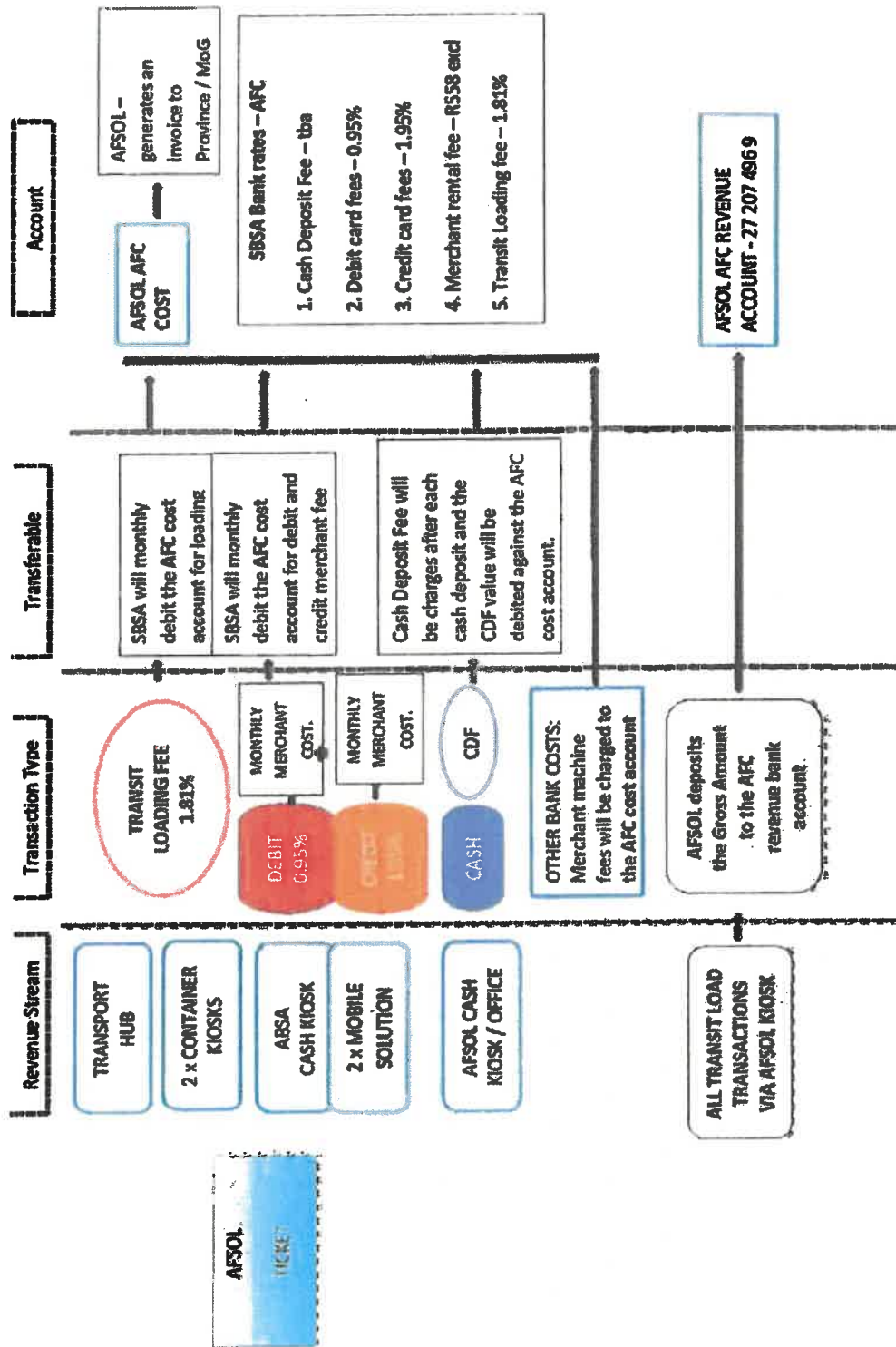
5.10 Standard Bank Transaction Flow for: Cash, Credit and Debit Card

Business Rule

- Business Rule 6.9
- Business Rule 12

(See Transaction Flow for Cash, Credit and Debit Card Below)

Regal
AR



[Handwritten signatures and initials]
Regal 4

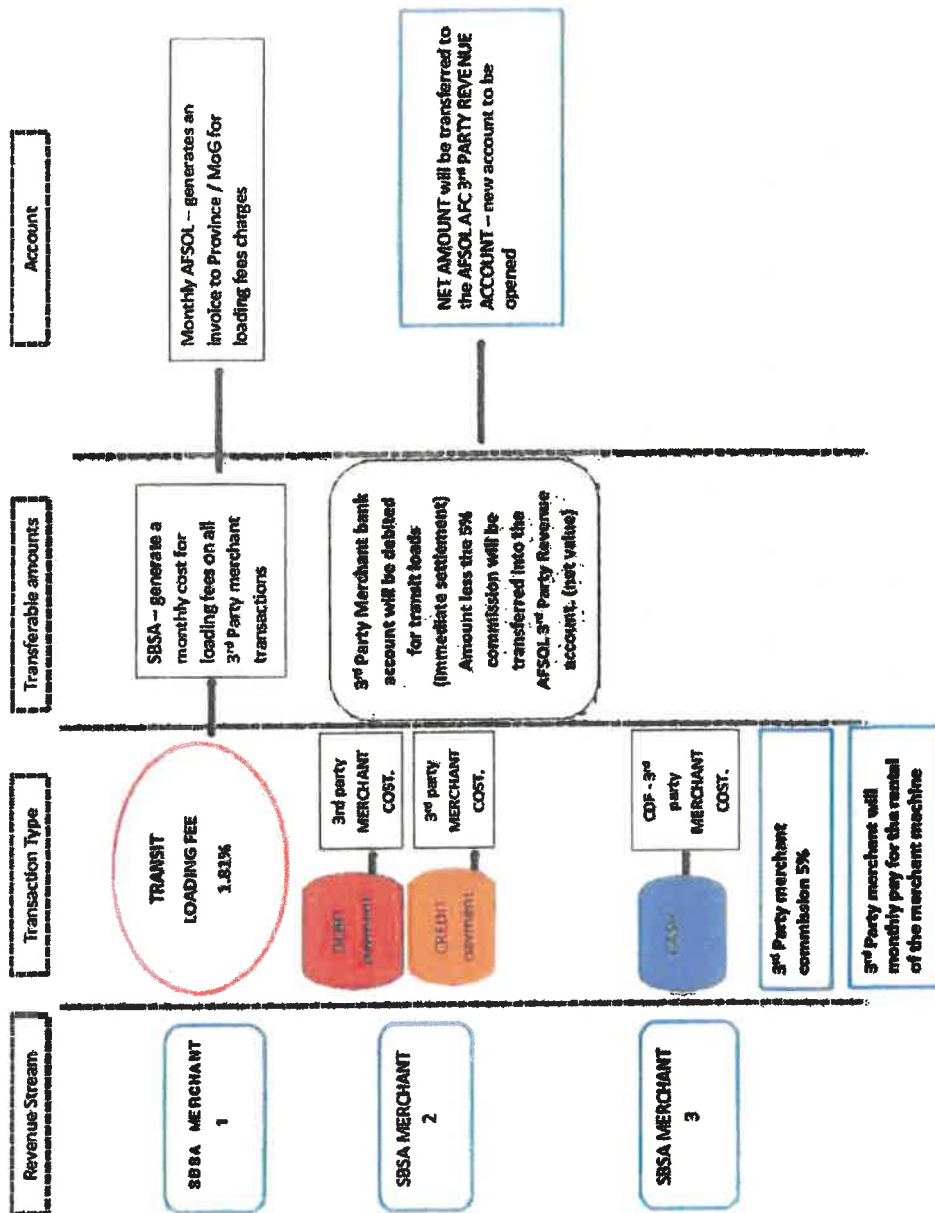
5.11 Standard Bank Transaction Flow for Third Party Vendor

Business Rule

- Business Rule 6.6
- Business Rule 6.7
- Business Rule 6.9

(See Transaction Flow for Cash, Credit and Debit Card Below)

[Handwritten signatures and initials]
Regal



AFSOL PUBLIC TRANSPORT 3RD PARTY REVENUE ACCOUNT

5.12 Cashier Banking Procedure

Policy

- Cash revenue collected to be physically verified with receipts received from Issuing Bank (Standard Bank of South Africa Limited).

Procedure

- Daily Bank Deposit Slips will be completed in respect of all cash to be banked.
- All cash will be placed in money bags, with their respective deposit control slip in the security money boxes.
- Money bags will be sealed and Seal Register updated.
- The Seal Register will be signed by the Cashier or designated person and Cash in Transit Company Officer certifying the correctness of the seals.
- The Cash in Transit Company Officer must complete a receipt furnishing the date, Kiosk and amount banked.
- Both Functionaries will sign the receipt in duplicate.
- The original copy will be retained and filed in the safe together with the Seal Register. The Cash in Transit Company Officer to take the duplicate copy.
- Cash in Transit Company Officer will take the security money bags to the Issuing Bank or cash centre.
- The Cash in Transit Company Officer will return the bank deposit slip copies, stamped and signed by the bank to AFSOL's office who will check and verify that the amount banked corresponds with Bank Deposit Slip.

Documentation

The following documents are needed to execute proper control and administration:

- ALMEX Cash Sales Report
- Bank Deposit Slip
- Seal Register

5.13 Shortages / Over's Procedure

Policy

- Card Issuer (AFSOL) is responsible for ensuring that all revenue is collected, reconciled and paid into the Municipality's bank account.

Procedure

- Spreadsheet of Cashiers Shortages and Over's:
- Each Supervisor will maintain a spreadsheet of all shortages/over's that are declared by the Cashier at the end of each shift.
- The spreadsheet must also incorporate the shortages/over's that arise at the bank.
- All shortages/over's identified must be entered in the shortages/over's register.
- The spreadsheet must be e-mailed to AFSOL on a daily basis at the end of each shift.
- AFSOL will conduct an investigation and verify reports.
- Any irregularities after an investigation will be dealt with in terms of AFSOL's internal processes and policies.

Regal 
AT 

5.14 Business Continuity Plan

Business Rule

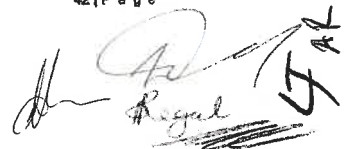
- Business Rule 23

Policy

- The Business Continuity Plan is intended primarily to dictate procedure(s) in the event of a failure that is localized to the data processing facility, and/or the communication systems and networks therein that support the data processing facility.

Procedure

- Disaster Recovery Plan:-
 - In the scenario of the APP or DB server crashing, a switch over to DR servers should be done.
 - The DR servers are based at the George Electrical Department.
 - In order to be done properly the DR server needs to be set up and be doing backups on a frequent basis.
 - The exercise for testing the DR server and disaster recovery plan should be to, switch from the APP or DB server and have the change over to the DR server, this exercise should be performed at least once a year.
 - The DR site should have a disaster management plan as well for a seamless change over, if the APP or DB server had to crash.

Handwritten signature and initials, possibly "Regal" and "GK", with a large checkmark.

6 Third-Party Vendor

6.1 Eligibility of a Third-Party Vendor

Business Rule

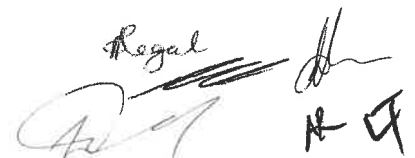
- Business Rule 6.5
- Business Rule 6.6
- Business Rule 6.13

Policy

- Third Party Vendors will be allowed to sell GO GEORGE Smart Card Transit Product to GO GEORGE Smart Cardholders, for which they will earn a sales commission.

Procedure

- Third Party Vendors will be required to set up a bank account with the Issuing Bank and must therefore meet FICA requirements.
- Third Party Vendors to have sufficient funds in the account for transactions to be authorised.
- Third Party Vendors to sell Transit Product using Issuing Bank provided POS device, which vendors can lease, or own POS device provided it is EMV certified by MasterCard and Visa and approved by Issuing Bank in writing.

Regal
Handwritten signatures and initials, including the word "Regal" and a large signature, followed by initials "R" and "G".

7 VOC Bus Driver Related SOPS

7.1 Summary of Reporting of Failure of the Card Reader on Bus

Business Rule

- Business Rule 4.1.6.

Policy

- The Bus Driver will immediately communicate the card reader failure to Despatch.
- Standard Operating Procedure for card reader failure to be followed (**SOP 3**).
- Bus Driver radio's Despatch to report on Bus card failure reader, whilst completing the rest of the trip.
- Despatch to communicate card reader failure to GO GEORGE Ops Control.
- GO GEORGE Ops Control to contact AFSOL Technician to meet at the Bus Driver's route ending point.
- GO GEORGE Ops Control will provide Despatch with estimated time of arrival of AFSOL Technician.
- Bus Operator and AFSOL to filter all communications regarding the card reader failure process and updates through the GO GEORGE Ops Control.

Technical assistance

Optima issues (usually printer issues)

- Bus Driver to do an interim Sign-Off.
- Technician to fix/replace Optima at Bus Driver's ending point.

Power issues

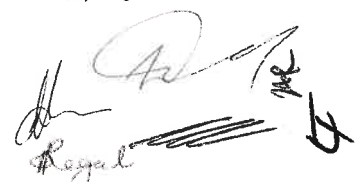
- If there is a power issue, the Bus must complete the trip and come into the Depot for fixing.

Base plate or OTI reader issues

- If there is an issue with the base plate or OTI reader, the Bus must complete the trip and come into the Depot for replacement of Bus.

Bus exchanges with faulty Optima Machine

- Any Bus exchanges will be done at the Driver's route ending point.

Handwritten signatures and initials in black ink, including a large signature that appears to be 'Regal' and several other initials and scribbles.

7.2 Waybill Clerk and Despatcher Standard Operational Procedure – Optima Machine

Policy

- The purpose of the standard operating procedure is to set forth procedures for the efficient, effective and safe Despatching of duties and buses to Bus Drivers.

Responsibilities

- Waybill Clerk will be responsible for the booking on of Bus Driver cards on to the Optima machine, and issue Bus Driver with a copy of his duty card.
- Despatcher will be responsible for:
 - Allocation of Buses to Bus Drivers.
 - Completion and control of the Despatch Sheet.
 - Handing over and controlling of Bus keys to Bus Drivers.
 - Issuing of Bus inspection sheets to Bus Drivers.
 - Scheduling and sending of service and inspection of Buses required to the approved dealer.
 - Scheduling and sending Buses for road worthy (COF) tests.
 - Handling of breakdowns and accidents.
 - Manning telephone and radio.
 - Responsible for recording all overtime and short time worked during Bus Driver's shift.

Documentation

- Documents required for Waybill Clerk:-
 - Operational duty cards
 - Duty card control registers (See Annexure D)
- Documents required for Despatcher:-
 - Despatch sheet
 - Bus Driver rota line allocation sheet/Duty Roster
 - Bus inspection sheet
 - Operational Book (OB book)
 - Optima Defect Register
 - Breakdown and Fortuitous Failure Report
 - Bus Key Control Registers (See Annexure E).
 - Bus Drivers daily variation sheet – short/overtime worked.

7.2.1 WAYBILL CLERK BUS DRIVER BOOKING ON PROCEDURE

- Booking on after a final Sign-Off from the Optima machine (final Sign-Off will be at the end of the Bus Drivers duty).
- Bus Driver will book on according the Bus Driver's rota line at the Waybill Clerk.

Handwritten signatures and initials are present at the bottom right of the page. One signature appears to be 'Regal' followed by a large '4'.

- Bus Driver will present his Bus Driver card to the Waybill Clerk.
- Waybill Clerk will tab the Bus Driver's card on the left of the Optima machine to open the Bus Driver card.
- Optima will request a duty number. Waybill Clerk will SELECT the Bus Driver duty number using the keyboard on the right of the screen.
- After entering the Bus Driver duty number the Optima will print out a Signing-On slip, indicating Bus Driver's name, duty and time of Signing-On.
- Waybill Clerk will issue the Bus Driver his duty card allocated to him (duty card will indicate his scheduled work for the day).
- Bus Driver will sign for the duty card in the duty card control book as proof of receiving duty card.
- Waybill Clerk will file Bus Driver's sign slips for future reference

7.2.2 WAYBILL CLERK PROCEDURE IF BUS DRIVER CARD FAILS TO SIGN-ON TO THE OPTIMA MACHINE OR BUS DRIVER FORGETS OR LOSES HIS BUS DRIVER CARD

- If the Optima machine fails to Sign-On the Bus Driver card, one of the following messages will be displayed:

"BUS DRIVER CARD NOT CLEARED"

- This means the Bus Driver has not paid in his previous day's takings at the Cashier.
- Waybill Clerk will follow the following steps:
- Instruct Bus Driver to go to Cashier's office and pay in all outstanding takings.
- Cashier will after receiving Bus Driver takings clear the Bus Driver's card.
- Bus Driver card will then be in idle mode.
- Bus Driver will return to Waybill Clerk
- Waybill Clerk will Sign-On Bus Driver card.

"CARD IN USE"

- This means the Bus Driver did not do a final Sign-Off on the Bus.
- Waybill Clerk will follow the following steps.
- Waybill Clerk will immediately inform Superintendent on duty of situation.
- Waybill Clerk will instruct Bus Driver to return to the Bus and do a final Sign-Off.
- Bus Driver must then proceed to Cashier to pay in outstanding takings.
- Bus Driver returns to Waybill Clerk for booking on after Superintendent is satisfied with Bus Driver explanation.

"BUS DRIVER CARD TORN"

- If this message appears it means the Bus Driver card is corrupt.
- Waybill Clerk will instruct Bus Driver to go to the Technical support team's office (AFSOL) who will re-set the card.
- Bus Driver will return to Waybill Clerk for booking on purposes.

Handwritten signatures and initials, including the word 'Regal' written vertically.

"BUS DRIVER FORGETS CARD AT HOME"

- Waybill Clerk will immediately inform the Superintendent on duty who must take appropriate action.
- Bus Driver will not be allowed to operate without his Bus Driver's card.

"BUS DRIVER CARD LOST"

- Waybill Clerk will immediately inform the Superintendent on duty of the situation.
- Bus Driver will not be allowed to operate without his Bus Driver's card.

7.2.3 BUS DRIVER PROCEEDS TO DESPATCHER

- Bus Driver hands over his Optima signing-on-slip to the Despatcher.
- Despatcher will complete the Despatch signing-on-sheet and compare the shift number on the rota line with that on the Bus Driver's signing-on-slip.
- Despatcher will allocate the Bus Driver with the correct type of Bus, he will also complete the Despatch sheet by filling in the Bus number (according Bus Driver's duty) allocated to the Bus Driver.
- Bus Driver will sign the Despatch signing-on-sheet.
- Despatcher will hand the allocated Bus keys and Bus inspection sheet to the Bus Driver.
- Bus Driver will sign the Bus Key Control Register as proof of receiving Bus keys.
- Bus Driver proceeds to allocated Bus and start his Bus and Optima inspection.
- Despatcher will file Optima Bus Driver Signing-On slip in the Bus Driver's signing-on-slip file for further reference.

7.2.4 DESPATCH PROCEDURE FOR OPTIMA DEFECT REPORTED – IN YARD

- When an Optima defect is detected in the yard the Bus Driver will report the defect to the Despatcher.
- Despatcher will report defect to GO GEORGE Ops Control and Superintendent on duty and will record the notification in the **OPTIMA DEFECT REGISTER**.
 - Date and Time of notification
 - Bus number
 - Optima machine number
 - Brief description of defect as reported by Bus Driver. (Error code)
- GO GEORGE control room will liaise with the AFSOL Technician.
- Bus Driver will do an Interim Sign-Off from the Optima machine once the technical support team has requested him to do so.
- AFSOL Technician will repair the defect and inform Despatch of the nature of the defect.
- If the Optima cannot be repaired immediately, he will inform Despatch to allocate a different Bus to the Bus Driver.

[Handwritten signature]
[Handwritten signature] Regal ^{kt} 4

- Despatcher will then record the correct defect in the Optima Defect Register.
- Bus Driver will then Sign-On as normal on the Optima machine.

7.2.5 DESPATCH PROCEDURE FOR OPTIMA DEFECT REPORTED – EN-ROUTE

Business Rule

- Business Rule 5.6

Procedure

- When the Despatcher is informed of an Optima machine defect **en-route**, he will record the defect in the Optima Defect Register. Indicating:
 - Date and time defect reported
 - Bus number
 - Electronic machine number
 - Brief description of defect as reported by Bus Driver
- Despatcher will inform GO GEORGE Ops Control of the defect.
- GO GEORGE control room will liaise with the AFSOL Technician.
- Despatcher will inform the Superintendent on duty of the Optima defect reported.
- Bus Driver will continue with his trips as scheduled. All fare paying Commuter from point of Optima defect will travel for free until Optima machine is repaired or replaced.
- AFSOL Technician will meet the Bus Driver at his nearest route ending point.
- On arrival at Bus Driver's route ending point the AFSOL Technician will assess the Optima defect and inform the GO GEORGE Ops Control of the nature of defect.
- The GO GEORGE Ops Control will notify the Despatcher who will then record the correct defect in the Optima Defect Register.
- On completion of defect, the AFSOL Technician will inform the GO GEORGE Ops Control who will notify Despatch.
- Bus Driver will book on his Bus Driver card again and start issuing receipts to Commuters from that point on.
- Once a replacement Bus is required, Despatch must make arrangements for swapping of Bus at Bus Driver's nearest ending point.
- The same procedure will be followed by the Bus Driver as above, Bus Driver will do an Interim Sign-Off from defected Optima and Sign-On again on the new replacement Bus Optima machine.

7.2.6 DESPATCH PROCEDURE FOR BUS BREAKDOWN AND ACCIDENT'S

- When the Despatcher is informed of a **Bus breakdown or accident** the existing procedures for breakdowns and accidents will be followed.
- If the Bus Driver is required to change Buses, the Bus Driver will do an Interim Sign-Off from the Optima machine on the defected or accident Bus.
- Bus Driver will then Sign-On again on the replacement Bus.

Regal *7th*

- Despatch will update Optima Defect Register.

7.2.7 WAYBILL CLERK AND DESPATCHER BUS DRIVERS SIGNING-OFF PROCEDURE AT THE DEPOT

- All Bus Drivers will Sign-Off either interim or final when arriving at the Depot security control point.
- If a Bus Driver is on standby during his second portion, the Bus Driver will do a final Sign-Off at the end of his first portion and proceed to Cashiers office and pay in before going on break. If he is required to operate during his standby second portion Bus Driver must proceed to the Waybill Clerk for Signing-On.
- Bus Driver must report to the Waybill Clerk and Despatcher office after parking his/her Bus in the parking area to hand over Bus keys and Duty card issued to him/her.
- Duty card will be handed in at the Waybill Clerk and the keys to the Despatcher. Bus Driver must also sign Despatch Signing-On/off sheet at the Despatcher before proceeding to the Cashier's office.
- If the Bus Driver has worked any overtime during any of his working portions he will notify Despatcher who will complete the Bus Driver Daily Variation Sheet (See Annexure F) -short and overtime worked.
- Bus Driver must ensure that he signs the Bus Driver Daily Variation Sheet with the Despatcher.

7.2.8 PROCEDURE FOR A FORCED SIGN-OFF

- A forced Sign-Off means that the Optima machine is defective with an electrical or plate cover defect and Bus Driver is not allowed to do an Interim Sign-Off from Optima machine.
- AFSOL Technician will remove the machine from the Bus and will download the Bus Driver ticket sales information at the Depot. Bus Driver will not at this point receive a Bus Driver cash slip.
- AFSOL Technician will after downloading the information at the Depot print two (2) Bus Driver cashing-in-slips. They will hand one slip to the Senior Cashier on duty and one to the Admin Superintendent on duty.
- Bus Driver must report to Admin Superintendent on arrival at Depot to collect his Bus Driver cash slip before paying in at Cashier.
- Despatcher must make an entry in the Optima Defect Register of all forced Sign-Offs.
- Entry must indicate date of occurrence and Bus Driver's name. Waybill Clerk must ensure that Bus Driver has paid in both forced and normal Bus Driver's cash slip before Signing-On Bus Driver for duty.

7.2.9 RECORDING OF SHORT AND OVERTIME WORKED BY BUS DRIVER.

- If a Bus Driver is required to work overtime on a day, the Despatcher will inform the Superintendent on duty who will approve the overtime to be worked before the Bus Driver commences with such overtime.

Regal

 AL 4F

- Despatcher will record the overtime worked on the Daily Variation Sheet indicating the following:
 - Date overtime worked.
 - Bus Driver name, company and duty number.
 - Reason for overtime to be worked.
 - Time involved for overtime.
 - Superintendent on duty which approved overtime.
 - Signature of Despatcher who made the entry, Bus Driver who operated the overtime and Superintendent who approved the overtime.
- If a Bus Driver works short time on a day, the Despatcher will inform the Superintendent on duty.
- Despatcher will follow the same process as above and record the short time in the Daily Variation Sheet and with the approval of the Superintendent arrange another Bus Driver to complete the duty.
- Despatcher will record the short hours worked on the Daily Variation Sheet indicating the following:
 - Date short hours worked.
 - Bus Driver name, company and duty number.
 - Reason for short time worked.
 - Time involved for short time.
 - Superintendent on duty name and remarks.
 - Signature of Despatcher who made the entry, Bus Driver who operated the short time and the Superintendent who will take the appropriate action.
- Despatcher will forward a copy of the Daily Variation Sheet to the Admin Superintendent at the end of his shift.
- Admin Superintendent will record the overtime in his Time and Attendance Register for payment purposes (clocking system).

Regal

57

7.3 Driver's Standard Operational Procedure - Optima Machine

Policy

- The purpose of the standard operating procedure is to set forth procedures for the Bus Driver for Signing-On, en-route use, Signing-Off and cashing in using the Optima machine.

Responsibilities

- Follow the prescribed procedures as set out below for booking on, using Optima en-route, Signing-Off and paying in.
- Bus Driver will be responsible for the safe keeping of his Pin number and Bus Driver's card.
- Bus Driver must have his Pin number and Bus Driver card available before booking on for duty.

Documentation

- Bus Driver's card
- Bus tag
- Pass code (Pin number)
- Rota line allocation sheet/Duty Roster
- Duty card
- Bus Driver's receipt
- Bus Driver's bill

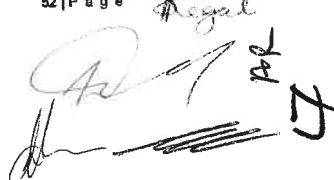
7.3.1 BUS DRIVER BOOKING ON PROCEDURE

7.3.1.1 Bus Driver Booking on Procedure at Waybill Clerk and Despatcher

- Bus Driver will report at the Waybill Clerk office on his schedule book on time.
- Bus Driver will produce his Bus Driver card to the Waybill Clerk.
- Waybill Clerk will book Bus Driver onto the Optima machine and hand the Bus Driver Signing-On slip and duty sheet to the Bus Driver.
- Bus Driver will sign the Duty Sheet Control Register as proof of receiving duty card.
- Bus Driver proceeds to the Despatcher.
- Bus Driver will receive his Bus keys and Bus inspection sheet from Despatcher.
- Despatcher will request Bus Driver to sign the Despatcher Signing-On sheet. Despatcher will also request Bus Driver to sign the Bus Key Control Register as proof of keys received.
- Bus Driver will proceed to his allocated Bus and start with his Bus and Optima machine inspection.

7.3.1.2 Bus Driver Procedure for Logging on to the Optima Machines

- Before Signing-On to the Optima machine, Bus Driver and AFSOL technician must ensure that the receipt paper roll for the Optima printer is sufficient. AFSOL technician will ensure that there is a spare receipt paper roll on the Bus.
- Ensure ignition is on before Signing-On to Optima machine.
- To Sign-On to the Optima machine the following process must be followed:
 - Select duty sign in button to log in. Optima displays PLEASE PRESENT USER CARD. Bus Driver presents his Bus Driver card to the card reader on the side of the Optima.
 - Bus Driver enters Bus Driver Card Pin number by using the keypad on your right and presses the ENTER button. Machine validates card Pin code against user list.
 - The next screen will display the waybill to which the Bus Driver has been Despatched.
 - Bus Driver to check if he/she has been despatched to the correct waybill and press ENTER.
 - If waybill number is incorrect, the Bus Driver can just choose from the list on the left and select ENTER.
 - Bus Driver selects the journey (trip) and service (start time) by pressing on the block which corresponds with his waybill start time.
 - Bus Driver to use the arrow to move down to the trip which he/she needs to start.
 - Bus Driver has the choice to select the first Bus stop by entering the Bus stop number using the keypad or use the scroll buttons and select the correct Bus stop number required.
 - Bus Driver presses ISSUE/ENTER button. Optima logs on to the service selected.
 - Bus Driver now ready to depart.

Regal


7.3.2 BUS DRIVER EN-ROUTE PROCEDURE

7.3.2.1 Issuing a Single Cash Ticket En-Route

Business Rules

- Business Rule 5.2
- Business Rule 8

Procedure

- Bus Driver collects the correct cash fare amount from the Commuter.
- Bus Driver presses ADULT SINGLE 15KM. The Optima presents the monetary value of the ride and Bus Driver selects ISSUE to print a receipt.
- Bus Driver will hand the ticket to the Commuter as proof of payment and for possible transfer later on.
- The transfer rule of within 60 minutes still remains.

7.3.2.2 Issuing Multi Cash Tickets En-Route

Procedure

- If multiple cash tickets need to be sold of the same type, Bus Driver will use the add button. Bus Driver presses the + or – button to correspond with the number of Commuters travelling the same route and then presses the issue button.
- Optima presents the total monetary value of the transaction on the screen. Bus Driver will collect the cash fare from the Commuter and then press ISSUE to print the number of tickets selected.
- Bus Driver hands tickets to each Commuter.

7.3.2.3 Commuter Paying with GO GEORGE Smart Card

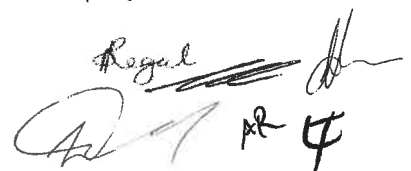
Procedure

- Commuter presents GO GEORGE Card to the OTI reader until all four green lights have lit up. Optima verifies card and prints receipt.
- Bus Driver hands ticket to Commuter as proof of payment.
- Each Commuter must have his own GO GEORGE smart card.

7.3.2.4 Transfer Rules

Procedure

- Commuter travelling with a cash ticket will be able to transfer within 60 minutes.
- Cash ticket will indicate the time the ticket was bought. Transfer can take place within 60 minutes.
- Commuters travelling with a GO GEORGE card will be able to transfer if the Commuter is in possession of both his GO GEORGE card and receipt within 60 minutes of tapping his card.

Handwritten signatures and initials at the bottom right of the page. One signature appears to be 'Regal' with a large flourish. Below it are several initials, including 'AR', 'R', and 'F'.

7.3.3 WAYBILL CLERK AND DESPATCHER BUS DRIVER SIGNING-OFF PROCEDURE

7.3.3.1 Interim Sign-Off

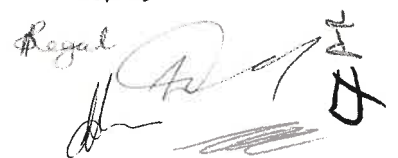
- At the end of his first portion of his duty, the Bus Driver **MUST** do an interim Sign-Off from the Optima machine at the security check point at the Depot gate.
- Optima will print an interim Bus Driver slip. Bus Driver will show the security guard on duty the interim Signing-Off slip as proof of Signing-Off.

7.3.3.2 Sign-Off Procedure

- Bus Driver will press SIGN-OFF button on the Optima.
- Optima will display screen with three (3) selections: INTERIM; FINAL AND LOST/FORGOTTEN
- Bus Driver will select INTERIM as this will sign the Bus Driver off the machine but will still make it possible to Sign-On to another machine on a different Bus.
- Optima will display WAS WAYBILL PRINTED PROPERLY. If waybill did not print properly; select the **Red Cross** and the Optima will reprint the slip.
- If the waybill printed properly; select the **Green Tick** and the machine will go to home screen.
- Bus Driver will park the Bus in the allocated parking area.
- Bus Driver will return to Waybill Clerk and hand in his duty card and sign the Duty Card Control Sheet (See Annexure D).
- Bus Driver will proceed to the Despatch office for Signing-Off on the Despatch sheet and returning the Bus keys.
- Bus Drivers will report any defects experienced from either his Bus or Optima machine to the Despatcher. Bus Driver will sign the Bus Key Control Register as proof of returning the Bus keys.
- If the Bus Driver has worked any overtime during his first portion he will notify Despatcher who will complete the Bus Driver Daily Variation Sheet -short and overtime worked. Bus Driver must ensure that he signs the Bus Driver Daily Variation Sheet with the Despatcher.
- When booking on for his second portion Bus Driver will proceed to Waybill Clerk and sign for his duty card.
- Bus Driver proceeds to the Despatcher and the normal Despatcher procedure will be followed.

7.3.3.3 Final Sign-Off

- When Bus Driver completes his second/last portion Bus Driver **MUST** do a final Sign-Off from the Optima and print a final Bus Driver cashing up slip at the security check point at the Depot gate.
- Bus Driver will show the security guard on duty the final Signing-Off slip as proof of Signing-Off.

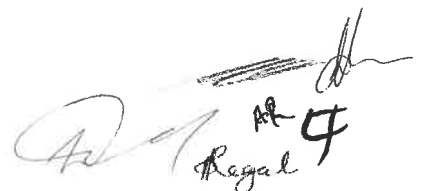
Handwritten signatures and initials in black ink, including a signature that appears to be 'Regal' and several other initials and scribbles.

7.3.3.4 Sign-off Procedure

- Bus Driver selects Bus Driver menu and selects SIGN-OFF.
- Optima will display screen with 3 selections: INTERIM, FINAL & LOST / FORGOTTEN
- Bus Driver will select FINAL and the Optima will finalise the duty that the Bus Driver was assigned to and make the Bus Driver card ready for cash in at the Cashier.
- Optima will display WAS BUS DRIVER CASH IN SLIP PRINTED PROPERLY. If waybill did not print properly; select the **Red Cross** and the Optima will reprint the slip.
- If the waybill printed properly; select the **Green Tick** and the machine will go to home screen.
- Bus Driver will park the Bus in the allocated parking area.
- Bus Driver will proceed to the Waybill Clerk office and hand in the duty card and sign the Duty Card Register as proof of handing back duty card to Waybill Clerk.
- Bus Driver will proceed to the Despatch office for Signing-Off on the Despatch sheet and returning off the Bus keys and sign Key Control Register. Bus Drivers will report any defects experienced from either his Bus or Optima machine to the Despatcher.
- If the Bus Driver has worked any overtime during his second portion he will notify Despatcher who will complete the Bus Driver Daily Variation Sheet -short and overtime worked. Bus Driver must ensure that he signs the Bus Driver Daily Variation Sheet with the Despatcher.
- Bus Driver will now proceed to the Cashier office for paying in.

7.3.4 BUS DRIVER'S PAYING IN PROCEDURE AT CASHIER IN DEPORT

- At Cashier's office, Bus Driver will count his takings which must correspond with the final Bus Driver Receipt received from the Optima.
- Bus Driver will proceed to Cashier cubicle and hand the Cashier his Bus Driver card.
- Cashier will tag the Bus Driver card to the Optima machine that will produce a Bus Driver receipt which will also indicate the amount to be paid in.
- Bus Driver will hand the Cashier the correct cash amount and together they will count the amount to ensure that it balances with the Optima receipt printed.
- If both the Bus Driver and Cashier are satisfied that the cash paid in balances with the amount due, Cashier will hand a copy of the Bus Driver's receipt as proof of paying in.
- No shortages will be accepted, unless authorised by management.
- Bus Driver will be responsible for any shortage derived from paying in a counterfeit note.
- Cashier will present Bus Driver's card to the Optima machine and zero Bus Driver's card and hand it back to the Bus Driver.

Handwritten signatures and initials are present at the bottom right of the page. There are several distinct marks, including what appears to be a signature 'Regal' and other illegible initials and scribbles.

7.3.5 OPTIMA DEFECT PROCEDURES FOR BUS DRIVERS

7.3.5.1 When a Bus OPTIMA Machine Defect Is Detected in the Yard

- Bus Driver will report the defect to the Despatcher.
- Bus Driver will wait for instructions from Despatcher whether to wait for the AFSOL Technician or replace the Bus.
- If Optima machine is repaired or a replacement Bus is allocated to the Bus Driver, Bus Driver will Sign-On again and start his duty.

7.3.5.2 When A Bus Optima Machine Defect Is Detected En-Route

Business Rule

- Business Rule 4.1.6 read together with SOP 3 and 7.1
- The Bus Driver will immediately inform the Despatch office of the Optima defect using his radio.
- Bus Driver will upon waiting for the AFSOL Technician continue with his duty. All fare paying Commuters will be loaded for free until Optima is repaired or replaced.
- AFSOL Technician will meet the Bus Driver at Bus Driver's route ending point. Bus Driver to continue with his duty until he is met by AFSOL Technician.
- On arrival at Bus Driver's route ending point the AFSOL Technician will assess the Optima defect and request the Bus Driver to do an Interim Sign-Off.
- AFSOL Technician repairs defect, if possible.
- If a standby Bus needs to be Despatched: Bus Driver will do an Interim Sign-Off from the defect machine and book on again on standby Bus Optima.
- Swop will take place at Bus Driver's route ending point.

7.3.5.3 Bus breakdown and accident procedure

- If a Bus Driver is involved in an accident or experiencing a breakdown, and the Bus is unable to complete the duty, the Bus Driver will do an Interim Sign-Off on the Optima machine.
- Bus Driver will wait for a replacement Bus if he is required to continue with the duty.
- Bus Driver will Sign-On to the replacement Bus Optima machine and continue with his duty.
- If the Bus Driver is not required to continue with the duty, he will do an Interim Sign-Off if he is still required to operate during the day.
- If the Bus Driver is not required to operate further for the day, the Bus Driver will do a final Sign-Off from the Optima and on arriving at the Depot proceed to the Cashier office for paying in.



7.3.6 BUS DRIVER LOST CARD PROCEDURE

7.3.6.1 Bus Driver forgets card at home

- Waybill Clerk will immediately inform the Superintendent on duty who must take appropriate action.
- Bus Driver will not be allowed to operate without his Bus Driver's card.

7.3.6.2 Bus Driver card lost

- Waybill Clerk will immediately inform the Superintendent on duty of the situation.
- Bus Driver will not be allowed to operate without his Bus Driver's card.

7.3.7 CARDHOLDER COMPLAINTS ON-BUS

7.3.7.1 Procedure

- Bus Driver must contact Despatch, who then contacts the Superintendent, who will then escalate to the GO GEORGE Ops Control.
- Commuters can also contact the call centre number which is well displayed on the Bus.

Regal 

7.3.8 COMMUTER REFUSES TO PAY FOR FARE/DAMAGED AND DEFECTIVE GO GEORGE SMART CARD

7.3.8.1 Business Rule

- Business Rule 4.1.7

7.3.8.2 Procedure

Unable/Refusal to pay for fare:

- Bus Driver to offer option of cash ticket to Commuter.
- If Commuter refuses, Bus Driver to notify Despatch and inform them of situation and continue with trip.
- Despatch will notify GO GEORGE Ops Control.

Damaged and Defective GO GEORGE Smart Card

- Should a Commuter board a Bus and the OTI Reader fails to read his/her GO GEORGE Smart Card, the Bus Driver will allow the Commuter a free trip.
- Bus Driver to direct Commuter to the nearest AFSOL Permanent Kiosk, alternatively to contact the GO GEORGE Ops Control for information.

7.4 Cashier's Standard Operational Procedure – Optima Machine

Policy

- To describe the procedure to be followed by the Cashier(s) to Sign-on/off on Cashier Optima Machines and to sign Bus Drivers' cards off during pay in processes. In general, the Cashier Optima Machine reads the cash sale sums from the Bus Driver card and re-set the monetary value on such Bus Driver cards to zero.
- This policy will only address those Cashier related procedures impacted by the introduction of the Optima machines new back office, where the current paper ticket sales processes are replaced.

Responsibilities

- Safe keeping of cash received.
- That all monies paid in at the Cashier be checked, counted, reconciled and allocated to relevant documents.

Documentation

- VOC Manual DRR (Daily Revenue Return)
- Bus Drivers Receipt
- Cashier Bill
- Bank Deposit Slips
- Cash-In-Transit or "CIT" service provider "History Deposits Report"
- Optima Cashier's Daily Accounts Report
- Optima Bus Driver's Daily Tickets Sales Report
- Manual Daily Summary Report
- Manual Daily Reconciliation Report

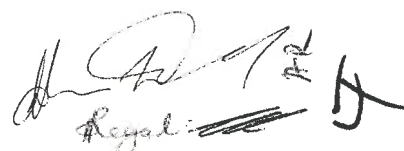
7.4.1 PROCEDURE INSTRUCTIONS FOR SIGN-ON/SIGN-OFF ON CASHIER OPTIMA MACHINE AND SIGNING-OFF OF BUS DRIVER CARDS

7.4.1.1 Cashier Sign-On Procedure

- Cashier selects DUTY SIGN-ON option on Optima Machine.
- Optima Machine displays PLEASE PRESENT USER CARD and Cashier to present Cashier card to Optima card reader.
- Cashier will be prompted to enter User number and Pin on key pad and press ISSUE button.
- The Cashier Optima Machine displays a screen: DEVICE IS NOW IN ACTIVE MODE.

7.4.2 BUS DRIVER CASH-IN PROCEDURE

- The Bus Driver gives his/her Bus Driver card to the Cashier.
- The Cashier presents the Bus Driver card to Optima Machine.
- Once the card is read, the Optima Machine displays revenue data on card to be collected from Bus Driver.
- The Cashier collects the money from the Bus Driver.


Regal: 

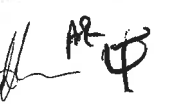
- Cashier counts cash and verifies accuracy and validity in the presence of the Bus Driver (Bus Driver to remain at window of cubicle).
- Bank notes: mandatory to use automated note counter equipment located in each Cashier cubicle.
- If there are differences between the amount displayed by the Optima machine, and the cash amount presented by the Bus Driver, the Bus Driver must pay in any shortfalls (as well as replace any counterfeit notes identified by the Note Counter machine).
- Once cash received is verified as correct, the Cashier selects OK and the Cashier prints two Bus Driver Receipts from the Optima machine.
- Cashier to check if Bus Driver receipt is readable and selects YES if it is; if not select NO to print again.
- If Cashier selects YES, the Optima Machine clears Bus Driver card, and both Bus Driver Receipts are signed by both the Bus Driver and Cashier in the designated spaces.
- The Bus Driver card and one of the receipts are handed back to the Bus Driver.
- The other signed receipt is kept by the Cashier and attached to the Cashier bill generated at the end of the shift.
- Cashier then selects CONTINUE and Optima Machine returns to the normal Cashier operating screen for next Bus Driver cash up.

7.4.3 FORCED SIGN-OFF BUS DRIVER OPTIMA MACHINE INSTANCES

- Card Issuer (AFSOL) Technician will provide the "Bus Drivers Final Waybill" prints generated at each instance of FORCED SIGN-OFFS to the Senior Cashier on duty, immediately when generated.
- Senior Cashier will alert the Cashiers of these and who the Bus Drivers are.
- These Bus Drivers will be referred to the Senior Cashier when they come to cash in, who will then let them pay in the additional amount over and above the amount indicated by the Optima Machine as per the normal procedure.
- The Senior Cashier will count the cash as set out above and follow same procedure, this time a manually generated Bus Driver Receipt will be generated and signed by both persons.
- Cash will be banked following the same procedure as set out for normal cash-up instances.
- In addition, the normal cash-in procedure described in this document will be followed by Bus Drivers who continue with a duty on another Bus Driver Optima Machine.

7.4.4 DISPUTE RESOLUTION PROCEDURE

- Any disputes between Bus Driver and Cashier are referred to the Senior Cashier on duty, who will attempt to resolve immediately (for example recount cash, verify counterfeit notes, and check accuracy of data).
- If disputes remain unresolved, they are escalated to the Superintendent on duty for resolution.

Regal 
 AR 

- If the dispute remains unresolved the dispute is escalated to the Operations manager and Chief Financial Officer.

7.4.5 CASHIER SIGN-OFF PROCEDURE AND BALANCING OF CASH AT END OF SHIFT

- To Sign-Off machine, Cashier selects DUTY SIGN-OFF.
- Cashier presents Cashier card to Optima Machine.
- Optima Machine logs out and prints CASHIER BILL.
- If Cashier Bill printed correctly, Cashier selects **Green Tick** to proceed; if not printed correctly select **Red Cross** to reprint.
- Cashier conducts the balancing and banking procedures at end of shift.
- Optima Machine returns to default logged off state.

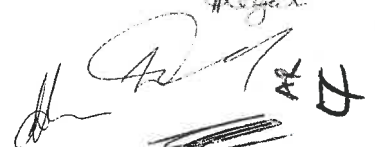
7.4.6 CASHIER RECONCILIATION AND BANKING

7.4.6.1 Internal Control

- All monies are registered on the relevant documents at all times.
- That all monies paid in at the Cashiers be checked, calculated, balanced on a daily basis and allocated to their relevant documents as listed above.

7.4.6.2 Procedure

- Each Cashier will prepare their own daily VOC manual DRR that must correspond with the Optima Cashier bill for that particular shift.
- Bus Driver Receipts issued by each Cashier must be reconciled with the Cashier Bills.
- The daily VOC manual DRR must be reconciled by the Cashier to the deposit slip to be deposited with the cash into the main drop-safe in the strong room.
- The Senior Cashier on duty will review the VOC manual DRR form presented by each Cashier finishing off his/her shift.
- The Senior Cashier will print a Daily Accounts Report for each Cashier that presents their VOC manual DRR for approval as follows:
 - Senior Cashier login to Almex Office System on Internet
 - Selects BOOKINGS Option
 - Select various filter options:
 - Company: GO GEORGE
 - Depot: 1- York Street Depot
 - Account Type: Cashier
 - Next: select specific Cashier per drop down list
 - Validity period: select all hours for the particular day
 - Execute report and print to printer.
- Once the Senior Cashier is satisfied that the reconciliations are correct and that all shortages have been dealt with, as well as sundry receipts issued for the day including "forced sign-offs", the Daily Accounts Report, the Daily Manual VOC DRR and the deposit slip of the particular Cashier must be authorised and signed off by the Senior Cashier and co-signed by the Cashier as correct.

Regal


- The Senior Cashier will authorise the Cashier to place the deposit slip and cash into a money bag and deposit the sealed package into the drop-safe.
- On a daily basis at the beginning of his/her shift, the Senior Cashier (early shift) will prepare a combined manual VOC DRR showing the Company and Depot name, Cashier name and date, and that will contain the ticket sales and deposit information relating to the previous day.
- The Senior Cashier will print a Daily Accounts Report for all Cashiers combined.
- The Senior Cashier will ensure that each line item on the daily manual VOC DRR agrees to the Daily Accounts Report All Cashiers, and that a signed copy of the Bus Driver's receipt is attached for each line item.
- This manual DRR report will serve as a daily reconciliation between actual cash received, plus shortages if any, and compared to Bus Driver receipt totals, and Cashier Bill totals.
- All monies for the day will be banked on a daily basis according to the laid down procedures as agreed with the Cash in Transit Service Provider.
- All Bus Drivers will cash-in daily; no Bus Driver may leave the Depot without cashing in.
- The Daily Accounts Report (All Cashiers), the combined daily VOC manual DRR, and the bank deposit slips will be sent by the Senior Cashier to the Bus Operator Finance Department for auditing and processing.
- The Accountant will print an Optima Bus Drivers Daily Tickets Sales Report and ensure that the daily VOC manual DRR received from the Senior Cashier agrees in terms of cash ticket sales reported for the same period.
- The Accountant will analyse, follow-up and report all deviations to the CFO, and the DRR with supporting documentation will be signed off as proof of review and authorisation by both of them. Currently this is called a Daily Summary.
- The approved Daily Summary report will be scanned and e-mailed on a daily basis (effectively the next business day once signed off) to the designated persons at the Contracting Authority as part of the daily ticket sales reconciliation reporting requirement.
- Once a week, the designated Finance Clerk, will reconcile Cash Deposit History Report received from the CIT service provider to the applicable daily summary reports.
- From this a final Manual Daily Reconciliation Report will be prepared by the designated Finance Clerk
- This Manual Daily Reconciliation Report, with supporting documentation, will be presented to the Accountant for approval, who in turn will present it to the CFO for final approval and authorisation.
- Once approved, the signed Manual Daily Reconciliation Report, with the History Deposit Report from Cash in Transit service provider will be scanned and e-mailed to the designated persons at the Contracting Authority as completion of the daily ticket reconciliation reporting requirement of the Operator Contract.

Regal

 4

- Copies of all documentation as described above will be retained and filed for future reference.

Regal
Handwritten signatures and initials, including a large signature and the initials "MR" and "H".

8 GO GEORGE Call Centre

8.1 GO GEORGE Call Centre

Business Rule

- Business Rule 10

Policy

- The GO GEORGE Call Centre shall respond to GO GEORGE Smart Cardholder calls and inquiries.

(See Z-Card Information Sheet below)

Regal. 
 47

1. Get and activate your GO GEORGE Smart Card

WHERE?

From GO GEORGE Smart Card distributors, 7 days a week:
 - Smart Card kiosk in the Transport Hub in Clyde St 09:30 - 20:30
 - Smart Card kiosk next to Old SAHS building, York St 09:30 - 20:30
 - Smart Card kiosk at the GSA Mall and General Hospital 09:30 - 20:30
 - Parramatta Community Hall 08:00 - 19:30, Mon - Fri (temporary)
 - GO GEORGE Smart Card mobile vehicles (featuring schedules)
 schedules available at all Smart Card kiosks, the kiosk at the Hub
 and downloadable at www.gogeorge.org.au
 • Business hours subject to change depending on demand.

Go to any card distributor listed above. Request to buy a GO GEORGE Smart Card. Your first Smart Card including two trips costs R20. Your ID, passport, driver's licence or birth certificate, or a copy thereof, is required.

Hand over your chosen form of identification. The cashier inserts a new card into the bank device and captures your ID number and cellphone number. This is to ensure that only one card at this introductory price is issued per person.

The card will now be activated by the card distributor before trips can be loaded.

Cashier prints receipt and hands it to you. Keep this receipt as proof of purchase.

2. Top-up your GO GEORGE Smart Card

WHERE?

At GO GEORGE Smart Card kiosks, 7 days a week:
 - Smart Card kiosk in the Transport Hub in Clyde St 09:30 - 20:30
 - Smart Card kiosk next to Old SAHS building, York St 09:30 - 20:30
 - Smart Card kiosk at the GSA Mall and General Hospital 09:30 - 20:30
 - Parramatta Community Hall 08:00 - 19:30, Mon - Fri (temporary)
 - GO GEORGE Smart Card mobile vehicles (featuring schedules)
 schedules available at all Smart Card kiosks, the kiosk at the Hub
 and downloadable at www.gogeorge.org.au
 • Business hours subject to change depending on demand.

Choose the number of trips you want to buy. Cashier selects the number of trips and gives you the total price. Less than 10 trips will cost the standard price. Ten and more trips will be sold at a discount rate.

Pay with cash, debit or credit card.

The system loads the trips onto your Smart Card. Cashier prints receipt showing the new balance of trips on your card and hands it to you, with your loaded Smart Card.

3. Using a GO GEORGE Smart Card on the bus

HOW?

The GO GEORGE Smart Card may be used for both one-way and return trips. The card can be used for up to 4 years and up to 4 trips.

Board the bus.

Hold the Smart Card in front of the card reader until 4 green lights appear.

A receipt is automatically printed and you must remove it yourself. Keep the receipt to ensure that you are able to transfer within one hour without having to pay again.

Remember, each passenger must have their own Smart Card, including children from 4 years and up.

4. Damaged or defective cards

WHERE?

Only at GO GEORGE Smart Card kiosks, 7 days a week:
 - Smart Card kiosk in the Transport Hub in Clyde St 09:30 - 20:30
 - Smart Card kiosk next to Old SAHS building, York St 09:30 - 20:30
 - Smart Card kiosk at the GSA Mall and General Hospital 09:30 - 20:30
 - Parramatta Community Hall 08:00 - 19:30, Mon - Fri (temporary)
 - GO GEORGE Smart Card mobile vehicles (featuring schedules)
 schedules available at all Smart Card kiosks, the kiosk at the Hub
 and downloadable at www.gogeorge.org.au
 • Business hours subject to change depending on demand.

Damaged cards

A damaged card is a card that shows visible signs of damage or wear and tear. If you have damaged your card, go to any Smart Card distributor (not top-up vendor) where you can buy a new Smart Card for full cost of card (R40 at 2018 tariff).

After verification, any valid trips left on the damaged card will be transferred to your new Smart Card within 2 business days.

Defective cards

A defective card is a card that has no visible damage, but which cannot be read by the card reader on the bus. If your card stops working, go to any Smart Card distributor (not top-up vendor) and report your defective card immediately.

Your card will be tested and replaced with a new Smart Card immediately, at no cost. If it should prove to be faulty, the official will keep your old card to verify the number of remaining trips.

After verification, any valid trips left on the defective card will be transferred to your new Smart Card immediately.

Handwritten signatures and initials:
 Royal
 [Signature]
 [Signature]
 [Initials]

Where to top up

Top-up vendors

You will be able to top up your GO GEORGE Smart Card 7 days a week at:

GO GEORGE Smart Card distribution and top-up points:

- Smart Card kiosk in the George Transport Hub in Cradock Street: 08:30 - 20:30
- Smart Card kiosk next to old SARS building, York Street: 08:30 - 20:30
- Smart Card kiosk at the Garden Route Mall: 08:30 - 20:30
- Smart Card kiosk at the Blanco triangle: 08:30 - 20:30
- Pacaltsdorp Community Hall: 08:00 - 16:30, Mon - Fri (temporary)
- GO GEORGE Smart Card mobile vehicles (leaflet with schedules available at all Smart Card kiosks, the Info kiosk at the Hub and downloadable at www.gogeorge.org.za)
- Business hours subject to change depending on demand.

GO GEORGE top-up vendors only:

- Various GO GEORGE vendors throughout town (leaflet with list available at all Smart Card kiosks, the Info Kiosk, Transport Hub, GO GEORGE communication champions or www.gogeorge.org.za)

Fare categories

- 2, 4, 6 or 8 trips per transaction: R10 per trip
- 10, 12, 14, 16, 18, 20, 30, 40, 50 or 60 trips per transaction: R9 per trip

Mark these dates:

BUY YOUR CARD

Smart Cards have been available since 15 October - get yours now and get ready for the big launch!

USE YOUR CARD

Smart Cards will be implemented from 15 November 2018. No more old paper tickets or MJTs will be sold after this date.

NO MORE OLD PAPER TICKETS

From 15 December no more old paper tickets and MJTs will be accepted.

Top-ups

- Trips topped up on the Smart Card never expire and stay valid until used.
- A minimum of two trips can be topped up at a time.
- No cash refunds once you've topped up your card.
- You will be given a receipt showing the number of trips left on your card whenever you:
 - top up your card with new trips
 - tap the card reader when boarding the bus

What to do

Lost or stolen cards

- Treat your GO GEORGE Smart Card like you treat your bank cards or cash. If you lose your card or if it is stolen, you will lose all the trips on your card.
- Lost or stolen cards can unfortunately not be replaced. No remaining trips on your lost / stolen card can be transferred to the new card.
- Go to any Smart Card distributor where you can buy a new card for full cost of card (R40 at 2018 tariff), with no trips.

Buying cards for other people

- People can buy Smart Cards for employees or other family members at the first-card price of R20, including two pre-loaded trips, provided they produce a valid form of identification, or a copy thereof, for each of these persons.
- If you don't have any official form of identification to buy yourself or someone else a first Smart Card at R20, you can still buy a card at the normal price of R40, with no preloaded trips, from 1 November 2018. Until 31 October, only the registered R20 Smart Card can be bought.

What if I don't have a GO GEORGE Smart Card?

If you don't have a Smart Card yet, you will be able to buy a single trip paying cash on the bus. It will, however, cost more. The ticket is in the form of a printed receipt and does not look like the old paper ticket. We encourage all passengers to purchase their Smart Cards as soon as possible.

What about transfers?

- With the GO GEORGE Smart Card, you will still be able to transfer between routes within one hour, without having to pay for additional trips. Keep the receipt printed by the card machine when you boarded - you will need to show that together with your Smart Card to transfer within one hour without having to pay again. If you do not have a Smart Card and bought a trip on the bus, the receipt on its own is your transfer pass.

- Government subsidises part of the bus fare in order to make it more affordable to users while still maintaining a high quality of service.

The first batch of Smart Cards are valid until December 2022. You just take care of your card and reload it with trips as needed.

- Fares are determined by the George Municipality and will be adjusted annually on 1 July.

Regal

 AR
 LF

8.2 Customer Complaints Defective/Damaged GO GEORGE Smart Cards

Business Rule

- Business Rule 5.8 and 5.9

Policy

- The GO GEORGE Call Centre shall respond to GO GEORGE Smart Cardholder calls and inquiries regarding defective or damaged GO GEORGE Smart Cards.

Procedure

- In the event of a defective or damaged GO GEORGE Smart Card, the Cardholder may contact the GIPTN Call Centre (contact details on back of card).
- The Call Centre Operator to log and document the call.
- The Call Centre Operator to refer the Cardholder to the nearest AFSOL Permanent Kiosk who must deal with the complaint in terms of the standard operating procedure for Defective/Damaged GO GEORGE Smart Cards.

Regal
MR
14

8.3 Failure of the Card Reader On Bus

Business Rule

- Business Rule 4.1.6

Policy

- The Bus Driver will immediately communicate the card reader failure to Despatch who in turn must notify the GO GEORGE Ops Control.

Call-out Procedure

- Bus Driver radio's Despatch to report on Bus card failure reader.
- Despatch to communicate card reader failure to GO GEORGE Ops Control.
- GO GEORGE Ops Control to contact AFSOL Technician to meet at the Bus Driver's route ending point.
- GO GEORGE Ops Control will provide Despatch with estimated time of arrival of AFSOL Technician.
- Bus Operator and AFSOL to filter all communications regarding the card reader failure process and updates through the GO GEORGE Ops Control.
- The Ops Control Operator to log and document the call.

Handwritten signatures and initials in the bottom right corner. One signature is clearly legible as 'Regal'. There are several other initials and scribbles, including what looks like 'M' and 'U'.

8.4 Commuter Refuses to Pay for Fare/Damaged and Defective Go George Smart Card

Business Rule

- Business Rule 4.1.7

Procedure

Unable/Refusal to pay for fare

- If Commuter refuses or is unable to pay a fare the Bus Driver will notify Despatch and inform them of situation.
- Despatch will notify GO GEORGE Ops Control.

Damaged and Defective GO GEORGE Smart Card

- Should a Commuter board a Bus and the OTI Reader fails to read his/her GO GEORGE Smart Card, the Bus Driver will allow the Commuter a free trip.
- Bus Driver to direct Commuter to the nearest AFSOL Permanent Kiosk, alternatively to contact the GO GEORGE Call Centre for information.
- GO GEORGE Call Centre to refer Commuter to an AFSOL Permanent Kiosk. (SOP 5.7).

Regal
AR
YAR

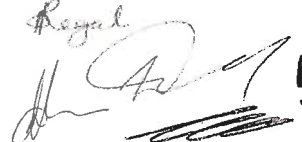
8.5 Zero-Value "VIP" Go George Smart Card

Policy

- From date of approval of these Standard Operating Procedures, Zero-Value "VIP" GO GEORGE Smart Cards will not be issued under any circumstances.

Regal
AR
4

Annexure A

Regal

4



**Western Cape
Government**

**Go George ABT
Business Requirements**

February 2025

List of Abbreviations

ABT – Account-Based Ticketing

AFC – Automated Fare Collection

CIPURSE – Secure open standard for smart card-based transit fare collection

EMV – Europay, Mastercard, and Visa (global standard for secure payments)

GIPTN – George Integrated Public Transport Network

GO GEORGE – Public transport service in George, South Africa

ID – Identification Document

ISO – International Organization for Standardization

NFC – Near-Field Communication

NDOT – National Department of Transport

RSA – Republic of South Africa

SAPS – South African Police Service

SANRAL – South African National Roads Agency Limited

TCH – Transaction Clearing House

QR Code – Quick Response Code (2D barcode)

Purpose of Document

Implementing an Account-Based Ticketing (ABT) system requires a thorough evaluation of the Automated Fare Collection (AFC) business requirements to ensure seamless integration and operational efficiency. The document defines the **functional, technical, and operational requirements** necessary for a successful implementation, covering aspects such as **fare validation, payment processing, and account management**.

The business requirements for an ABT system for the Go George Bus Service include, but are not limited to, the following:

Area	Requirement
Validators	1. ABT-certified and EMV Level 3-certified validators must be installed on all buses. 2. The validator is usually positioned near the driver, next to the left-hand boarding and alighting doors. 3. Passengers must tap in when boarding and tap out when exiting the bus.
Fare media	4. Only travel by card is allowed on GO GEORGE 5. Three types of cards are accepted in GO GEORGE: a) CIPURSE Card i. Inter-operable across services that utilises the SANRAL ABT solution. ii. Card is issued by the Municipality at kiosks and third party vendors. iii. Card to be branded by GIPTN approved design. iv. No card buy back by the GIPTN is permitted. v. No replacement for a lost or stolen card is permitted. vi. Lost or stolen cards should be deactivated immediately by the passenger on the passenger application or at a kiosk. The account will retain the user's balance. vii. A card will only be replaced IF electronically faulty AND physically undamaged at a selected kiosk. viii. A passenger may opt not to register the CIPURSE card at point of sale or on the passenger application. Such a card is deemed an anonymous card. Loss of an anonymous card provides no recourse for value in the account.

	ix. A passenger may register their CIPURSE card at point of sale, or subsequently on the Passenger app. Such a card is a known card. If the physical card is lost, the value in the account can be transferred to a new card at a kiosk, or on the passenger application. Value transfer on the vendor app will require positive identification of the account holder by means on a RSA ID, Passport or SAPS certified affidavit. b) EMV Card i. Bank issued debit and credit cards ii. NOT utilising the NDOT EMV data structure iii. The card is permitted to be used (a) directly without being linked to a personalized account, (b) merely as a "token" after being linked to such an account, or (c) as a direct payment method even if linked to such an account. iv. Bank issued debit and credit cards may be used as a virtual cards in Google/Apple wallet using Near-field communication (NFC) c) QR codes i. QR codes provide a cost-effective and efficient way to issue and validate single-trip tickets in an Account-Based Ticketing (ABT) system. ii. They allow passengers to travel without the need for physical smartcards, making the process more convenient and reducing infrastructure costs. - iii.
Hotlisting/blacklisting a card	6. Hot listing and blacklisting are security mechanisms used to restrict the usage of specific cards or tokens due to various reasons, such as fraud, loss, or policy violations. 7. Hot listing and blacklisting of a card and reversal must be possible. 8. Hot listing is a temporary restriction placed on a card, preventing it from being used for transactions until further action is taken. 9. Possible reasons for hot listing a card: a) The cardholder reports the card as lost or stolen. b) The card has insufficient funds. The hot listing will be reversed if the account is topped up. c) The card is linked to a suspended account. d) Suspicious or fraudulent activity is detected. e) The cardholder requests a temporary suspension (e.g., in case of travel or security concerns).

	10. Blacklisting is a permanent ban on a card, making it completely invalid for future use. 11. Possible reasons for blacklisting a card: a) Repeated fraudulent or unauthorized activity. b) The card is linked to a permanently closed account. c) Violation of fare policies or misuse of the system. d) The card is reported as stolen, and the owner requests complete deactivation. 12. The blacklisted card is permanently disabled. It is added to a central blacklist, preventing its use across the entire system. 13. The blacklisting will only be reversed if the passenger provides proof that the blacklisting was done erroneously.
Passenger App and Accounts	14. The Passenger App is designed to provide passengers with a convenient, secure, and user-friendly way to manage their transit accounts, pay fares, and track their trips. 15. A passenger may register and create an account on the Passenger App. 16. A user on the Passenger app is allowed to have multiple cards linked to the same account. 17. A passenger is able to load value onto any of the card registered on the account. 18. A user may link multiple payment methods (credit/debit card, mobile wallets, bank transfers) to the account. 19. It will be confirmed when the GO GEORGE Passenger App will be available.
Anonymous and personalised accounts	20. The system should support anonymous travel and allow users to create personalised accounts for balance protection and personalised discounts. 21. The following is applicable to an anonymous accounts: i. Automatically created on use of specified fare media. ii. No personalised details required. iii. Single fare media linked to the account permitted. iv. No refunds permitted. v. Account closures only permitted if inactive for a period of 3 years. vi. Unclaimed balance (i.e. the accumulated unused value in the account) permitted to be drawn down by the Municipality in full IF account has been inactive for 3 years – the draw down value in full after a 3 year period of the account being inactive is aligned with the CPA. vii. Maximum balance – limited to R3000 viii. Minimum balance – account permitted to go into debit (i.e. Value on Credit), but upon going into debit the fare media will be added to the

	deny list (hot listed) until the debt has been cleared AND there is sufficient value to allow for the minimum fare ix. Multiple products are not permitted to be loaded to the account x. Monthly, Daily and any n-day type products are not permitted to overlap in terms of their specified start and end dates 22. The following is applicable to a personalised account: i. Personalised details are required, including provision of ID/Passport, and visual confirmation of ID/Passport to confirm identity of account holder, with record of ID/Passport to be scanned and kept available. ii. Multiple fare media linked to the account permitted. iii. Account closures only permitted if inactive for a period of 3 years. iv. Unclaimed Balance (i.e., the accumulated unused value in the account) permitted to be drawn down in full IF account has been inactive for 3 years AND the account then closed – the drawing down value in full after a 3-year period of the account being inactive is aligned with the CPA. v. Refunds permitted. vi. Maximum balance permitted – R3000 vii. Minimum balance – account permitted to go into debit (i.e. Value on Credit), but upon going into debit the fare media will be added to the deny list until the debt has been cleared AND there is sufficient value to allow for the minimum fare.
Top-up of card	23. Commuters load funds into their account, which is linked to their Transit Card. 24. The following channels are available to top up a passenger's account: i. Kiosks near bus stops, stations, municipal offices ii. Mobile App: Allows commuters to top up using a bank card iii. EFT Payments: Direct bank transfers into the ABT account. iv. Self-Service Terminals: Available at transport hubs for instant balance updates. (This is not a confirmed requirement, but may be required in future) v. Third party vendors/retailers: Cash top-ups at participating stores.
Fare Policy and Tariff Management	25. The Go George service currently has flat fare structure, but the ABT system has to be able to accommodate a distance based and zonal fare structure. 26. Dynamic fare calculation based on distance travelled, time of day, and passenger category (e.g., students, seniors, etc.) must be possible. 27. The fare should be calculated automatically based on distance travelled or zones crossed. 28. The system must support fare capping, discounts, and loyalty programs.

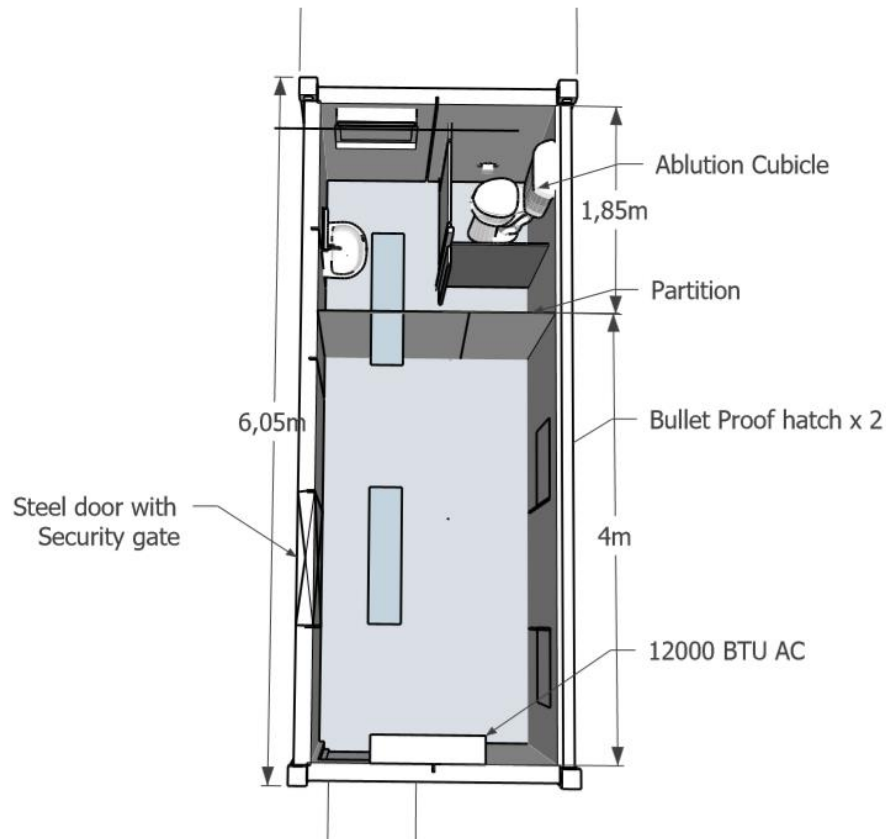
	29. Fare integration with other modes such as minibus taxis must be possible. 30. A free transfer window of 1 hour since the first tap-in will apply.
Tap-In/Tap-Out and Back-End Processing	31. Contactless validation via smartcards, EMV cards, NFC devices or QR codes for single trips 32. Passengers are required to tap-in when boarding a bus and tap-out when alighting. The system must enable passengers to tap in when boarding and tap out when alighting. 33. The system should allow offline tap-ins/tap-outs, with transactions synced once connectivity is restored. 34. If a passenger does not tap-off when alighting, a penalty fare, which is set at higher than the maximum fare per journey, will be deducted from his/her account to counter gaming of the system. 35. The system must prevent multiple tap-ins without a corresponding tap-out. 36. If a passenger does not tap-off when alighting, no concessions will be applied.
Cash-out	37. Anonymous cards cannot be cashed out. 38. A cash-out transaction can only be completed at areas designated by the Municipality of George. E.g.: Transport Hub. 39. A cash-out can only be performed by the account holder or executor of an estate. 40. Positive identification is required of the account holder for a cash out to be approved.
Vendors	41. Vendors will be able to sell CIPURSE cards. 42. Vendors will be able to register EMV cards on behalf of a passenger on the vendor application. 43. Vendors will be able to sell value to a passenger and load the value onto the account of the card holder 44. Vendors will be able to replace a lost card with a new card against the original cards account. 45. Vendors will receive a configurable % of value successfully loaded onto passenger accounts. 46. The system will pay commission to vendors at set intervals, e.g.: Daily, Weekly or monthly
Communication	47. The system will use secure communication protocols to transmit data between GIPTN, SANRAL's back office and passenger devices. 48. The system should utilize cloud-based transaction processing to facilitate real-time fare deductions and seamless communication with SANRAL's TCH office system

Payment Processing and Revenue Management	49. Secure and real-time processing of transactions with multiple payment providers. 50. Support for pre-paid and post-paid fare models. 51. Integration with banking and financial institutions for seamless fund transfers. 52. Automated reconciliation and reporting for financial audits.
System Interoperability and Integration	53. Open APIs for third-party integration, including transport operators and payment service providers. 54. Compliance with applicable industry standards (e.g. NFC, ISO 14443). 55. Modular system architecture to accommodate future upgrades and new transport modes.
Customer Support and Dispute Resolution	56. A dedicated customer support system for fare disputes, refunds, and account-related issues. 57. Automated alerts and notifications for low balances, payment failures, and trip summaries. 58. Self-service features on the Mobile App for users to check travel history, manage preferences, and update payment methods.

Annexure G

Go George – Ticketing Sales Kiosk / Container

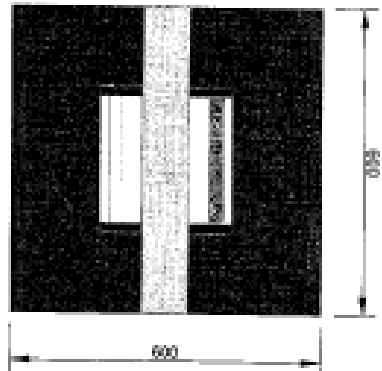
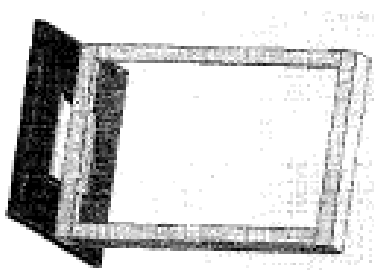
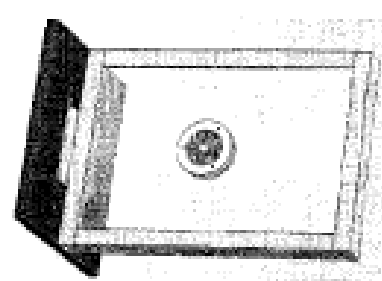
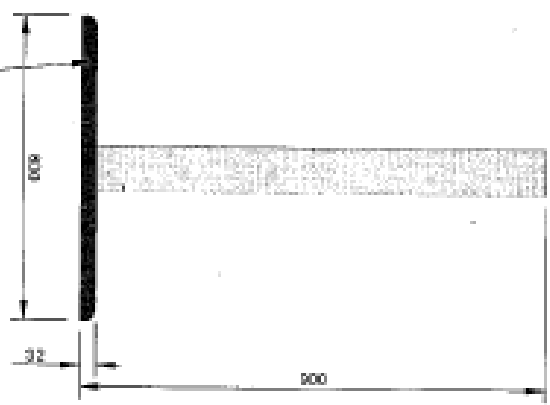
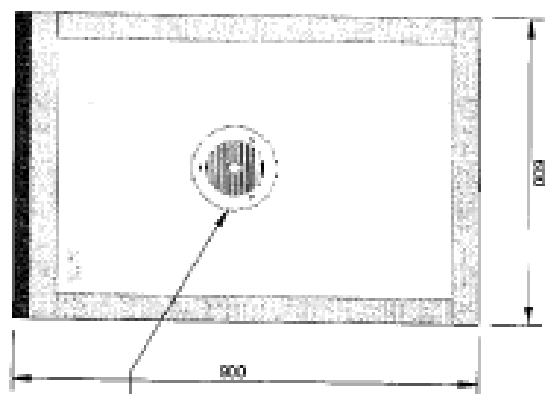
Proposed layout of the container.



Specification of the Container supplied

- o Supply of container to the George CBD area
- o Size of container – 6 meter
- o One big office space and a toilet.
- o Entrance door – please locks
- o Security gate
- o 12000 BTU Air Conditioner plus connection
- o Distribution Board
- o 4/5 electrical plug connection
- o 2 light switches with light fittings (florescent in the office)
- o Grey vinyl flooring
- o Oak laminate to internal wall
- o 2 x Paypoints hatch and bullet proof window conversion
- o Toilet – supply of all toilet accessories (toilet, cistern, basin ...and accessories)
- o Septic tank installation to be linked to the toilet. (optional cost)
- o The main electricity connection to the DD board will be done by the municipality.

RevitNo	Revision note	Date	Signature	Checked
---------	---------------	------	-----------	---------



NB:
 CAN BE SUPPLIED WITH GRG FROM 3mm PARABELLUM UP TO AKA7 LEVEL.
 CAN BE SUPPLIED WITH SPEACH POST INSTEAD OF SPEAK E21
 POST FORMED TOP NORMALLY NATURAL OAK OTHER FINISHES ON REQUEST.

Itemset	Quantity	Title/Name, designation, material, dimension etc.				Article No./Reference		
Drawn by Oswald Kuhnle	Checked by	Approved by - date	File name	Date	Scale			
 Dr. Othmar Kuhnle AG - 40711 450 001 - www.vsc.ch				STANDARD PLY WINDOW SIZE 1 WITH SPEACH POST GLASS TO SUIT REQUIREMENTS PW 1			Edition	Sheet

Annexure H1

GMT 2016-04

GOVERNMENT MOTOR TRANSPORT

Private Bag X9014, Cape Town, 800

IVT ADDITIONS FORM

GMT Tag No	Serial No	Asset Description	PO No	Invoice No	Location	Fitted on GG number	Condition: Good: G Fair: F Poor: P Obsolete: O	Book Value

Verified by SCM	Official Receiving Asset	Register updated by FA

Annexure H2

GMT 2016-03

GOVERNMENT MOTOR TRANSPORT

Private Bag X9014, Cape Town, 8000

IVT MOVEMENTS FORM

Barcode No	GMT Tag No	Serial No	Asset Description	From GG number	To GG number	Condition: Good: G Fair: F Poor: P Obsolete: O	Reason for Asset Movement

	From GG number	To GG number	Verified by SCM	Updated by FA
Name				
Designation				
Signature				
Date				

Annexure H3

Parameters:
Period From: Apr-25
Period To: Sep-25
Book: GMT_VEHICLES

Asset Number	Asset Description	Tag Number	Asset Category	Transaction Type Code	Retirement Type	Date Placed In Service	Date Retired	Cost	Net Book Value	Proceeds	Removal	Gain Loss
2559081	Dash cam - GPO224G		COST - Dash cam	FULL RETIREMENT	STOLEN / SCRAPPED / OBSOLETE	01-Sep-24	10-Oct-24	20000	0	0	0	0

* Please note: The above information is a requirement for us to update the GoFin system.

Annexure H4

Asset Location Control Sheet

Report Date: 21 January

2015 GOVERNMENT MOTOR TRANSPORT

Private Bag X9014, Cape Town, 8000

34 Roeland Street, Cape Town, 8001

[illegible]

Asset Verification completed by :

Name:

Name:

Date:

Date:

Signature: _____

Signature: _____

Findings:

Annexure H5

GOVERNMENT MOTOR TRANSPORT PO Box 352, Maitland, 7404
3 Rusper Street, Maitland, 7405

GMT Assets Account Reconciliation Report for GMT

Asset Book GMT_IVT TECH

Period Name Sep-25

11

Asset Account	61239
---------------	-------

Cost Centre	1200
-------------	------

[illegible]

Totals for Cost Centre 1200	R20 000.00	R0.00	R0.00	R0.00
Totals for Account 61239	R20 000.00	R0.00	R0.00	R0.00

*** Please note: In the asset description you must include GG number as to where the asset is fitted on.**

P = Partial unit retirement

F = Full retirement

T = Transfer out

N = Non-depreciating asset