

## **REQUEST FOR PROPOSALS FOR THE PROVISION OF VEHICLE TRACKING SERVICES ON ARC VEHICLES FOR THE NEXT 3 YEARS**

### **1. Compulsory Requirements**

- a. Valid Tax Pin Number from SARS
- b. Proof of Central supplier database registration
- c. Standard Bidding Documents
- d. Independent Communication Authority of South Africa (ICASA) approval of the devices proposed.
- e. PSIRA certificate from the contracted (sub-contracted) recovery team/company.
- f. Motor Vehicle Security Association of South Africa (VESA/VSS) certificate.
- g. Compulsory Briefing session- XXXXXXXXXX

### **2. Scope of work**

- a. The ARC –VIMP has two bakkies and trailers vehicles that need tracking services.
  - 2.5 DDTi SE Navara double cab x 2
  - Single axle trailer x 1
  - Double axle trailer x 1
- b. The bidder will be expected to supply and install the units and sign a three-year contract.
- c. Supply and Install all the units within 14 days after signing the contract .
- d. The bidder will be required to provide thorough training and support to the ARC - VIMP Transport Office.

#### **Services required:**

- Active tracking and monitoring of vehicles 24 hours, seven days a week.
- Knowing where vehicles are at any given time (live web-tracking),
- Track and recovery when stolen.
- Travel playback for investigations at least 90 days.
- The contract must accommodate add/removal/transfer of tracking devices during the contract period.
- The tracking device cost must be amortized over the contract period and form part of the monthly service fee.
- Replace damaged, maintain, and upgrade current tracking devices and provide a report at regular interval/s (e.g., weekly/monthly reports) to ensure functionality at all times.
- Liaise with the ARC-VIMP Transport Office during the roll-out on all project activities and provide progress reports during the implementation phase.
- De-installation of the system will be at the service provider's expense in case of written-off vehicles, disposal, and contract termination within seven days.
- Guarantee support and business continuity.
- Price quoted should be firm and Vat inclusive for the contract duration, include annual escalations if applicable.
- Call-outs for maintenance and technical issues must be dealt with within a maximum of 48 hours of a call been logged.

- The service provider will be required to provide an accident report on ARC vehicles when needed.
- The supplier must submit a catalog or operational manual of the system.
- Standard manufacturers' guarantees and warranties are to be provided for each unit.
- ARC reserves the right to terminate the services of specific devices if they are no longer in use, e.g., written-off, stolen, or sold vehicle/s (Early termination fee may apply).
- The device must be fitted into the vehicle in a manner that does not interfere with vehicle manufacturer warranties, is un-detachable, and is difficult to temper.
- The device must allow unlimited tests and searches for GSM device operation.
- The device must have a backup battery to retain data in the event of a disconnection of power and monitor the battery in real-time.
- The device must allow for remote software upgrades.
- The device must be able to send e-mail alerts on any of the configured violations.
- Panic buttons (if standard as part of the solution).
- Impact sensors that give indications of a crash as and when they happen.

#### **Application specification:**

- Web-based fleet management software.
- Location-based services.
- Configurable SMS or e-mail notification.
- High-risk area and border proximity notification.
- Ignition on/off and battery tampering notification.
- Trip playback for investigations at least 90 days.
- Any other enhanced security features.
- Provide Web-based Fleet management software and software updates.

#### **Service Provider Accreditation Specification**

Service providers should provide evidence of quality assurance accreditation from (but not limited to) any of the following:

- South Africa Insurance Association (SAIA) etc.
- ISO 9001: 2008
- South African Bureau of Standards Approved (SABS)
- Accreditation Bureau for Security and Safety (ABS)
- Occupation Health and Safety Act (Act 85 of 1993)

**N.B The service provider will be required to provide tracking device installation certificate for all devices installed.**