

## **SCOPE OF WORK FOR FLEET CARD FACILITY SERVICES (FUEL AND TOLLS CARD) FOR A PERIOD OF FIVE (5) YEARS.**

### **BACKGROUND**

ERI fleet is centrally managed by the Logistics Services Division, Fleet Management Department. The Fleet Management Department is based at Heritage Office Park, Rosherville. All Business Units (Divisions) have approximately 2300 fleet, inclusive of rented vehicles and company assets (trucks, LDVs and sedans/hatches) stationed at Rosherville, Power Stations, Projects Sites throughout the country. Additionally, there is ERI owned Yellow Plant equipment (441) that is stationed mostly at power stations and project sites nationally.

### **SCOPE OF WORK AND DELIVERABLES – FLEET CARD FACILITY SERVICES (FUEL AND TOLLS CARD) FOR A PERIOD OF FIVE (5) YEARS.**

#### **1. Scope**

A provision of a Fleet card service that will provide:

- ✓ A Fleet card facility for the purchasing of oil and fuel at any fuel outlet nationally, and payment for all toll fees incurred on any toll road in South Africa including e-Tolls.
- ✓ Integration of manual fuel transactions from on-site browsers at Power Stations.
- ✓ A facility for the payment of all maintenance transactions, services, and repair transactions at authorized merchants as and when needed on specific vehicles (Eskom executive vehicles only)

#### **2. Purpose**

The purpose of this document is to ensure that all Eskom Rotek Industries vehicles have the services of a fleet fuel card that will enable the driver to pay for fuel, oil and toll transactions, and all Eskom Rotek Industries Fleet site have a facility to pay for vehicle license as well as traffic fines management.

#### **3. Applicability**

This document is applicable to all Eskom Rotek Industries sites.

#### 4. Definitions

Definitions	Description
Card	A magnetic or smart card / or equivalent device supplied by the Contractor to facilitate transactions for fuel where required.
Accessories	Additional equipment fitted to a vehicle that does not form part of the vehicle's standard specification as released by the respective motor manufacturers. These items must not have any effect on the standard guarantees and warranties of the vehicles in question. It can include items such as radios, canopies, air conditioning, tow bars, and ladder racks.
Fuel	All transactions related to the procurement of diesel and petrol. All transactions in terms of fuel will need to be recorded in terms of date, merchant, number of litres and the price irrespective of it being dispensed from a bowser or a normal on road fuel outlet.
Oil Transaction	Transactions must be priced per pints/ml of oil and the exceptions are to be highlighted. Should the inability be at merchant level to provide such information, the service provider will need to address it with the merchant in question.
Toll	All fees as incurred when a vehicle travels on a designated toll road.
Merchant	Any legal entity which contracts with the service provider to provide a service
Service Provider	The successful bidder who is awarded the contract to maintain and administer the required and specified services to Eskom Rotek Industries.
Fleet Area	Eskom Rotek Industries Fleet Management
Power Station	Power plant where electricity is generated
Managed Vehicles	Eskom Rotek Industries owned vehicles and rented vehicles which must be provided with fuel cards

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Allowance Vehicles	Vehicles owned by employees as a business tool which must be maintained
Managed CE	Eskom Rotek Industries owned construction equipment, which must be provided with fuel cards

## 5. Disclosure Classification

Abbreviations	Descriptions
CE	Construction Equipment
ERI	Eskom Rotek Industries
DOA	Delegation of Authority
DoL	Department of Labour
EFT	Electronic File Transfer
KPI	Key Performance Indicator

## 6. Process for Monitoring

Eskom Rotek Industries reserves the right to audit their internal Fleet Management Enabling Processes, data, or any part thereof from time to time to ascertain that these processes and their associated controls will not under any circumstances expose ERI to financial risks and/or legal risks.

## 7. DESCRIPTION OF THE WORKS

### 7.1 Fleet Card Facility

Eskom currently procures fuel on-road using bank provided fleet card facilities and on-sites. A fleet card facility is required for the purchase of fuel, oil and toll payments for all ERI vehicles and Fleet equipment.

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## 7.2 Fuel Card Management System

7.2.1 Eskom Rotek Industries require a fleet card and a system to accurately record and report all expenditure incurred and statistical analysis of information. The system should have the ability and capacity to handle a minimum of 10 000 inbound transactions per day. The fuel card management system must be able to integrate with ERI fleet management systems.

Service provider must be accredited with the Financial Services Board (FSB) for the provision of fleet cards facilities. Service provider shall provide ERI with facilities to collect the following information for on-site fuelling. The method to collect the transactions from a bulk on-site based fuel site.

A method of authentication to ensuring that the actual vehicle is present on the site during refuelling. The number of refills per vehicle per site and the litres of fuel pumped per vehicle and the current kilometre reading of the vehicle.

The service provider shall capture the following accurate and valid data which must be confirmed with the relevant ERI Fleet for each new card included in the contract:

- ✓ Licence number
- ✓ Date of registration.
- ✓ Make, model and engine capacity
- ✓ Engine number
- ✓ Chassis number
- ✓ Colour of the vehicle
- ✓ Tank capacity (if any)
- ✓ Additional tank capacity
- ✓ Cost centre code as provided by Eskom and subsidiaries.
- ✓ Life-to-date transaction history
- ✓ Life to date costs
- ✓ Name, address, telephone, and e-mail address of the responsible fleet area
- ✓ Fuel type
- ✓ Date of last fill up.

Early detection of fraud and theft resulting from illegal use of the card is required and steps to be taken to retrieve the card from the holder.

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### 7.2.2 PROVISION OF FLEET CARD:

The service provider shall under this contract supply fuel cards that are made of robust heat resistant plastic supplied with a cardholder and key ring. Each card will be assigned to a vehicle as per the conditions below.

The service provider shall issue cards on commencement of the contract, or a replacement card, only to ERI Fleet Department on written instruction contained in an agreed form.

The card should be according to ERI design and the following should be reflected on the card:

- ✓ Company name and logo.
- ✓ Vehicle registration number.
- ✓ Vehicle make, model and engine capacity.
- ✓ Tank capacity in litres.
- ✓ Expiry date of card.
- ✓ Fuel type



Figure 1 Card layout sample

Cards issued with incorrect details will be for the account of the service provider.

Any card transactions done after ERI /or subsidiaries have cancelled the card; will be for the account of the service provider. These transactions must be omitted from the normal fuel reporting to Eskom.

### 7.2.3 FLEET CARD FUNCTIONALITY

The fuel card should be configured for the combination of the following functionalities:

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#### Fuel fill ups

The number of fuel transactions per card must be limited to three (3) per day in accordance with the tank capacity of the vehicle.

The system should be flexible to amendments of allowable fill-ups and/or any other changes that might be required per vehicle.

#### Oil purchases

The number of oil purchases per card should be limited to a maximum of one (1) purchase per day. —  
Litres per day

The system should be flexible to amendments of allowable purchases and/or any other changes that might be required.

#### Toll payments

Payment of toll fees should form part of an existing fuel card function.

### **7.2.4 EXECUTIVE FUEL CARD**

The card should have a limit of R25 000.00 per day for all types of transactions (i.e. Fuel, toll, repairs and maintenance)

The system should be flexible to amendments of allowable costs and/or any other changes that might be required per vehicle.

### **7.2.5 CARD RENEWALS AND REPLACEMENT**

#### ✓ Yearly Card Renewals

Fuel cards should be renewed every 24 (twenty-four) months.

New cards should be ready for collection or delivered two (2) months prior to expiry date of the old card.

New cards should be sorted according to ERI areas.

✓ New and Replacement Card Requests iv. New and replacement cards should be delivered by the service provider within 48 hours of receipt of the written instruction in the agreed form.

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Cards that have become unusable due to overuse or any other reason will need to be replaced at the expense of the service provider.

All cards, whether it is new, or a replacement card shall not expire on a date later than the date of the expiry of this contract.

Upon replacement of the existing card, the existing card should be deactivated upon request immediately by the service provider.

There shall be no charge for the delivery of a new or replacement card.

### **7.2.6 E-TAG**

✓ Manage the e-tag process with E-tags service provider e.g., SANRAL, by ensuring that the correct tariffs are applied and registration/deregistration of e-tags.

✓ The service provider shall be responsible for the payment to SANRAL within the required time frames.

✓ The service provider will manage queries with SANRAL in terms of E-tolling as lodged by ERI.

E-tags to be delivered to various Eskom Fleet Offices or collected within 48 hours of receipt of the written instruction in the agreed form.

## **8. BILLING AND PAYMENT PROCESS**

Monthly tax invoices should be provided in PDF format via email.

Payments for the duration of this contract will be affected by any means available to ERI including but not limited to EFT's and/or Pre-Authorized Debit Orders within 30 days of receipt of the approved tax invoice.

Service provider to offer settlement discounts for early payment by ERI for payment within 1 day, 7 days, 14 days, and 21 days. ERI will reconcile the monthly charges of transactions monthly/ weekly basis and any appropriate adjustments shall be affected in the following month's payment.

ERI will not pay funding interest on the purchase of fuel and oil.

The service provider will need to ensure that they have access to funding to fund all transactions from ERI in terms of this contract until payment is received from Eskom Rotek Industries.

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(12) rolling totals for fuel (litres and rand value), oil (litres and rand value), toll (number of transactions and rand value) and e-toll (number of transactions and rand value).

Vehicle Performance: Report monthly the key performance indicators (KPI's) per vehicle as per ERI structure.

Transaction Report: Report the sum and costs of all the transactions per vehicle monthly.

- ✓ Detailed Individual Vehicle Transaction Report: Report all transactions per vehicle monthly
- ✓ Exception Report: Report exceptions as specified by ERI daily.
- ✓ Billing Report: Report the total billing per vehicle monthly.
- ✓ Executive Report: The service provider will provide an executive report.
- ✓ Vendor spent report: Vendor spent analysis per region, per filling station and BEE rating.
- ✓ Toll reporting: The service provider will provide a toll report per vehicle, per area.

9. List of report that must be accessible on the online portal must include but not limited to:

- ✓ Individual Vehicle Analysis Report
- ✓ Vehicle Performance
- ✓ Transaction Report
- ✓ Detailed Individual Vehicle Transaction Report
- ✓ Exception report
- ✓ Billing Report
- ✓ Vendor spent report.
- ✓ Toll reporting
- ✓ Purchase summary report
- ✓ Fees summary report
- ✓ Total vehicle cost report
- ✓ Fleet cost analysis report
- ✓ Cost centre summary report
- ✓ Purchases and fees summary report
- ✓ Purchase category cost report
- ✓ Cost fees and km's report
- ✓ Total cost and averages
- ✓ 12 months total cost per vehicle report
- ✓ Km's per period

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- ✓ Litters per period
- ✓ Vehicle cost v/s vehicle consumption
- ✓ Active vehicle report
- ✓ Disposed vehicle report
- ✓ Vehicle cost centre history
- ✓ Registration number changes report
- ✓ Fuel brand analysis
- ✓ Toll fees analysis
- ✓ Toll fee vehicle summary report
- ✓ Voucher history report
- ✓ Voucher warning report
- ✓ Days/hours fuel fill up report
- ✓ Fill ups exceeding tank capacity
- ✓ Number of purchases exceeded
- ✓ Two or more-day fill ups
- ✓ National average exceeded
- ✓ Service details report
- ✓ Oil exceeding fuel transactions
- ✓ Consumption between fill ups
- ✓ Vehicle utilisation report
- ✓ Top 20 expenditure report
- ✓ Vehicle odometer / next service due report
- ✓ Last transaction details
- ✓ Executive Report
- ✓ Fuel brand analysis report

## 10. FUEL BANK EXCEPTIONS ERRORS AND WARNINGS

The service provider's system must be designed/configured to flag/report exceptions in data entries including but not limited to the following:

- ✓ Rounded Rand amounts
- ✓ Reversals of duplicate and other transactions in respect of fuel, oil, toll, litres, tank capacity and repair and maintenance

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- ✓ Changes in cost centres, functional areas, drivers, vehicle registration numbers, card numbers, and deactivated v/s reactivated vehicles, etc.
- ✓ Data error correction codes and code descriptions
- ✓ Lost fuel litres
- ✓ Excessive fuel and oil consumption
- ✓ Failed / Declined transactions.
- ✓ Non billing transactions
- ✓ Abnormal vehicle usage span (Kilometres and Hours)
  
- ✓ Examples of fuel exceptions
- ✓ Examples of fuel exceptions:

Message Text
Odometer reading reversed
Odometer reading is incorrect date/time slot
Unknown Bank Code
>Tank Capacity
Excessive Fuel purchased
Only average Fuel quantity exist. Please reverse +ve Meas Doc for this
More that 1000KM between fillings
Odometer reading reversed
Suspect Odometer.

#### 11.DATA SPECIFICATION

All available data required for take on will be supplied by ERI in electronic format inclusive of vehicle and fleet equipment master data. ERI requirement is a minimum of six (6) years live to date of historic data per vehicle.

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The take on must be conducted within the time frame specified by the contract. The take on will consist of the actual upload, verification, and the integrity of the data. At least one dry run for verification must be conducted. ERI and the service provider will determine the format and specifications, in which the take on will be conducted. The transactional data must be as in a format as specified by ERI to allow integration into the SAP and Business Warehouse system. An automated master data interface update of information e.g., Change of Engine number must be created. Geo locations for all the merchants are to be provided by the service provider.

#### PERFORMANCE MEASUREMENT

- ✓ The turnaround time to get a replacement fuel card is 48 working hours.
- ✓ The turnaround time to get a replacement eTag is 48 working hours.
- ✓ The turnaround time to get access to the system 48 working hours.
- ✓ The turnaround time to resolve fraudulent transactions is 48 working hours.
- ✓ Should the service provider not meet the above performance measures, ERI will give notice on the first failures and should this persist ERI will have the right to cancel the contract.
- ✓ Contract performance review meeting will be held once a quarter.

#### STAKEHOLDER MANAGEMENT

Stakeholder management structure should be established to ensure effective communication channels between customer and service provider.

#### TRAINING

The service provider will provide training/refresher to the identified ERI employees as well as ad-hoc training as and when required on the system and reporting.

**AUTHORISATION**

This document has been seen and accepted by:

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**11. Revisions**

Date	Rev	Compiler	Remarks	Signature
	0	Nelisiwe Kubheka		<i>[Signature]</i>