
SECTION 1. INTRODUCTION

1.1 BACKGROUND

1.1.1 Background of the Corporate User Solution

1.1.1.1 Sanral constantly aims to improve customer service to road-users of the Gauteng Open Road Tolling (GORT) system and road network. SANRAL has successfully deployed a Key Account System, which provides special services for large companies/fleets. These services include:

- (a) Account, Contract and Relationship Management
- (b) Bulk account Registration and upload of tags,
- (c) Processing, reconciliation and validation of transactions
- (d) Management of tags;
- (e) Customer Service including back office support and assistance with queries to and from the account holder and Sanral;
- (f) General management of toll costs and trips associated with toll fees;
- (g) Comprehensive Reporting

1.1.1.2 A need has arisen to provide an alternate system to cater for users with smaller fleets, typically ranging between 10 – 500 vehicles. The group associated with this fleet size will be known as the Corporate Users.

1.1.1.3 Functionality shall be offered to these Corporate Users, to address and manage Toll related issues associated with their fleets. This will be achieved through access to the Transaction Clearing House (TCH) of SANRAL. Access to the System shall be managed by the Fleet Toll Management Service Provider (FTMSP), but access should not be refused to any Corporate User that wishes to register on the System. There will be no cost levied to utilize the system to any approved Corporate User.

1.1.1.4 At a high level, the Scope for the Corporate User Solution comprises the following:

- (a) Provisioning of a marketing service to increase the number of compliant toll users.
- (b) Provisioning of focused operational services to improve the customer experience of complaint road users matching the corporate user profile as defined above.
- (c) Provisioning of the required hardware and software to support the above-mentioned services.

1.1.2 Purpose of this document

1.1.2.1 The purpose of this document is to describe the high-level requirements for the design, supply and implementation of a Corporate User Solution (CUS) that links to the (TCH) System of the SANRAL GORT System.

SECTION 2. OVERVIEW

2.1 OVERVIEW OF REQUIRED SOLUTION

2.1.1 Current Service Delivery Shortcomings

2.1.1.1 GORT Operations currently provides the following customer service solutions to customers:

- (a) **Key Account Holders (KAH)** – these are customers with large fleets that access the TCH via a dedicated interface to the Key Account Registration System (KARS) to manage their accounts. These Key Accounts (KA's) are large fleet owners that are served by a KAH like banks or other institutions that provide a service to their customers (i.e. KA's).
- (b) **Individual Customers** – any customer that does not have a large fleet or does not make use of one of the large banks to manage their toll account, must manage their account directly by using the available options provided by the GORT operator. These are limited to access the operator via the call center, Customer Service Centers (Kiosks) or managing accounts directly via the web.

2.1.1.2 Based on interaction with users of the GORT, it has become clear that there is an opportunity to deliver a tailored service for corporates or fleet owners that have between 10 and 500 vehicles (termed **Corporate Users** (CU) in this Annexure). Managing fleets of this size via the web or via a non-dedicated call centre simply does not provide these customers with the level of service they require and/or deserve. The table below provides a current view of how many Corporate Users are currently registered in the TCH but does not receive a specialised service:

TABLE 2-1: AVGERAGE PASSAGES PER MOTH PER CORPORATE USER

Fleet Size	Estimated TCH Corporate Users	Average passages per month, per Corporate User
10-50	4086	488
51-150	331	1791
151-300	96	4239
301-400	23	6717
401-500	14	7759

2.1.1.3 SANRAL does not expect that all these users will migrate to the proposed service but expects that a substantial amount of these customers would opt for an improved and personalised service where applicable. There are many more customers of a similar profile that have not yet registered with SANRAL and these customers should be the focus of the services offered under section 2.1.5. Based on the statistics from the Violations Processing Centre (VPC) the table below *estimates* the number of corporate users that have not yet registered for e-toll:

TABLE 2-2: ESTIMATED VPC CORPORATE USERS

Fleet Size	Estimated VPC Corporate Users	Average passages per month, per Corporate User
10-50	17151	194
51-150	1623	498
151-300	440	919
301-400	141	1248
401-500	103	1278

2.1.2 Contractual Relationship Model

- 2.1.2.1 SANRAL has a contractual relationship with the GORT Operator to deliver a service to the KAH. A similar model will be followed with the appointment of the (FTMSP) focussed on corporate users, whereby the FTMSP will conclude a contract with SANRAL to perform the Works. The FTMSP will be required to conclude a separate service level agreement with the GORT Operator, as the link to the TCH and all relevant information will be obtained through the KARS Interface.

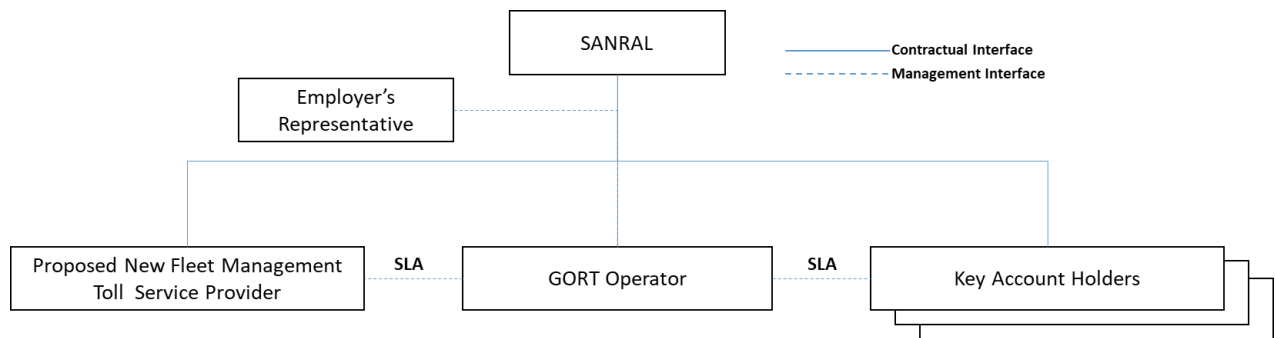


FIGURE 2-1: CONTRACT MANAGEMENT

2.1.3 High Level Operating Model of the Corporate User Solution

- 2.1.3.1 This gap in customer service identified in 2.1.1 needs to be filled by a comprehensive solution that can service customers with fleets of 10-500 vehicles. SANRAL will procure a service from a qualified service provider that will deliver the service using the existing solution framework as shown below (or provide an improved framework that is acceptable to SANRAL).
- 2.1.3.2 The service rendered will be measured using output based Key Performance Indicators (KPI's).
- 2.1.3.3 A conceptual structure of the Corporate User Solution is shown in **FIGURE 2-2** below.

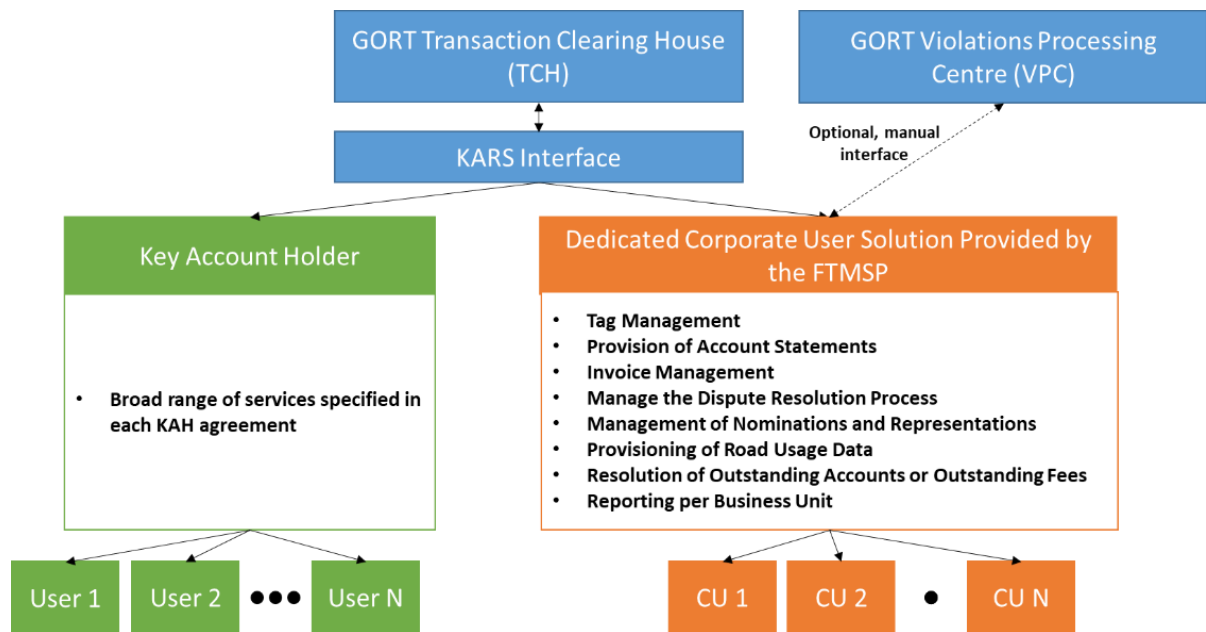


FIGURE 2-2: CONCEPTUAL OVERVIEW OF THE CORPORATE USER SOLUTION

2.1.4 Acceptance of Corporate Users

2.1.4.1 The FTMSP will accept customers with fleets of up to 500 vehicles as Corporate Users –fleets of more than 500 vehicles customers should be referred to SANRAL. It shall not be a requirement for all the vehicles in the fleet to belong to the same owner provided that the Corporate User can prove that they are responsible for the management of all the vehicles that forms part of their account. If the applicant is already registered as a Key Account Holder (KAH) the FTMSP must arrange that the Corporate User de-register from the KAH system before registration on the Corporate User Solution.

2.1.4.2 If the applicant is already registered on the TCH as a normal road-user, the FTMSP must determine the status of the applicant's account and offer to assist the applicant to rectify its account (if in arrears). The status of its account, or that of any vehicle in its fleet, shall not prohibit a corporate user to be registered on the Corporate User Solution if it meets the fleet requirements.

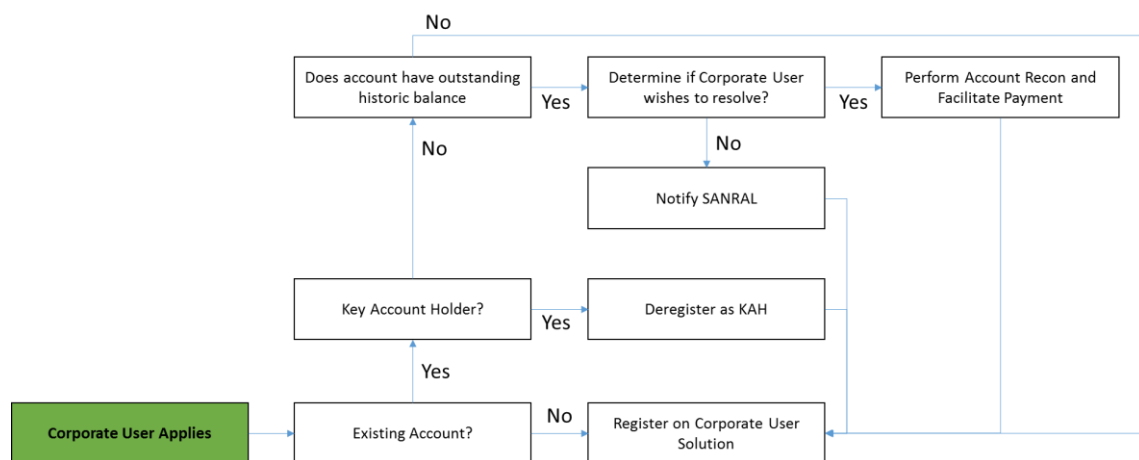


FIGURE 2-3: CORPORATE USER APPLICATION PROCESS FLOW

2.1.5 Detailed Corporate User Solution Operations

2.1.5.1 The services to be provided by the FTMSP can broadly be classified into 4 major categories, namely:

- (a) Management of all services.
- (b) Registration of New Customers (2.1.6).
- (c) Front End Customer Support (2.1.7) and Core Operational Services (2.1.8).
- (d) System and related services

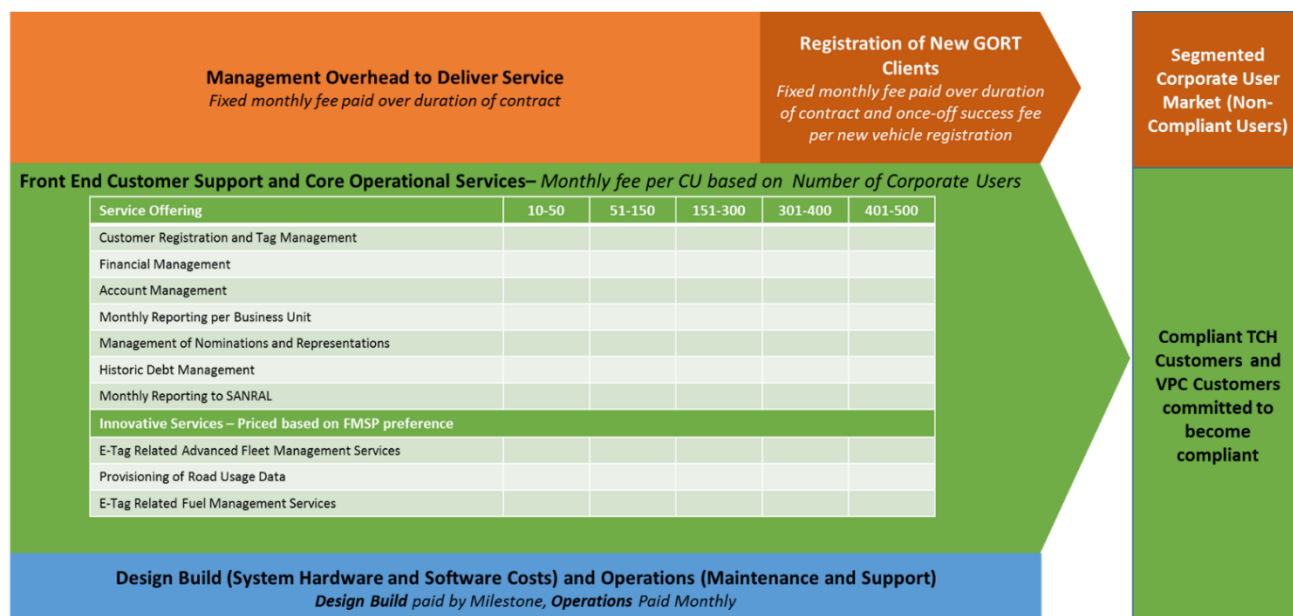


FIGURE 2-4: EXPECTED SERVICES MODEL

2.1.5.2 The requirement is that the FTMSP will set up their team in such a way that they will be able to deliver the four categories of service in a focussed and structured manner. The core part of the service is required to assist **compliant** Corporate Users to have a high level of service that will enhance their loyalty and provide them with effective support to their business operations relating to the payment of toll. It is expected that the FTMSP will provide all the supporting maintenance and support services to ensure that the core operational services as defined in section 2.1.8 can be delivered within the required service levels.

2.1.5.3 An important component of the service that will be focused on **non-compliant** users, is a dedicated marketing team that will focus on registering new corporate users to become toll compliant. As indicated above, it is expected that both the core operations team and the marketing team focussed on registering new corporate user will be managed by the same management team, but these two teams will have clearly segregated focus.

2.1.6 Registering of New Customers

2.1.6.1 SANRAL requires the successful FTMSP to provide a service whereby a dedicated team will actively pursue the marketing of e-toll and the services provided to corporates based on data analytics (i.e. prioritised). It is expected that this marketing function will happen within the guidelines provided by SANRAL, which will be agreed with the successful FTMSP, but that the team will operate autonomously. The team will:

- (a) Develop and implement a marketing plan that is approved by SANRAL. It is expected that the marketing plan will consist of 4 major groups of customers (in order of importance to SANRAL), namely:
 - i. Non-Compliant Corporate Users that may be existing customers of the FTMSF using other or related services offered by the FTMSF.
 - ii. Corporate Users that were compliant (i.e. registered in TCH) and now non-compliant and reside in the VPC.
 - iii. Corporate Users that are non-compliant (i.e. only exist in VPC).
 - iv. Compliant Corporate Users currently registered in the TCH.
 - v. Other remaining Corporate Users outside the above categories.
- (b) Report monthly to SANRAL on the successes/failures of the marketing efforts during the past month.
- (c) Co-ordinate the registration process for new clients and ensure that customers are fully onboard before handing them over to normal operations (of the FTMSF for the Operational Service described below).
- (d) Find innovative marketing ideas and present these to SANRAL before implementing.
- (e) Establish from the Corporate Users, potential adjustments to the toll system/regime that could influence the compliance rate positively and provide these inputs to SANRAL.

2.1.6.2 It is expected that a dedicated team of five people execute this service. Based on the success/failure of the team, SANRAL may decide to increase/decrease the marketing team, which will be agreed between the parties before being implemented. A minimum notice period of one calendar month will apply for increases in the team and a three-calendar month notice period will apply for any reduction of the team.

2.1.7 Front End Customer Service

2.1.7.1 Call Centre

- (a) The FTMSF will implement a dedicated Call Centre service, which will receive all customer query calls, between the hours of 07:00 – 19h00, during working days.
- (b) The following Customer Services shall be provided by the Corporate User Solution Call Centre:
 - i. End to End tag management including but not limited to Tag ordering, Tag activation, inventory management, Tag distribution to Customers and Tag cancelations, tag fitment etc.
 - ii. Perform Customer Account registration services including bulk registrations where applicable
 - iii. Handling general Customer queries and problem solving
 - iv. Provide assistance with Customer account payments and top-ups.
 - v. Process ad hoc requests from Customers; Print, email and issue statements and tax invoices from the Corporate User Solution System to Customers

- (c) The FTMSP shall keep a record of each call received at the Service Centre, and track progress on each call electronically until resolved. The FTMSP will provide SANRAL with a monthly summary report containing the number of calls received, broken down to daily figures, and the status if not resolved.
- (d) The FTMSP will ensure that the call centre is adequately manned during office hours, and that all calls are answered within industry accepted norms. An electronic PABX will be deployed with automated waiting periods and customer management.
- (e) An efficient, courteous and high service level experience at the Corporate User Solution Call Centre is expected when a Customer raises a query. Electronic capturing of all data during the service delivery to the Customer shall take place, and used in reporting to SANRAL.

2.1.7.2 Web Portal

- (a) The FTMSP shall develop a Corporate User Web-portal where the Users can obtain electronic copies of statements and invoices. It should also be possible for the Corporate User to download detailed transaction data from the web-portal into .csv format.
- (b) The FTMSP will also allow electronic, online support services by its call centre. Corporate Users should have the ability to engage with a call centre (or other support agent) via a web browser or chat interface. This service will be active on the same hours as its Helpdesk, namely 07h00 – 19h00. Problems not immediately solved will be referenced and reported back to the customer once resolved in an agreed/ specified timeframe
- (c) The FTMSP shall maintain and support the web-portal, and continuously update it with the latest information, such as toll tariffs and/or with any other relevant information.

2.1.7.3 Query Handling

- (a) The FTMSP shall manage all queries lodged by the Corporate Users within the required time frames specified. All queries that cannot be handled by the FTMSP's Service Desk shall be referred or escalated to a dedicated Key Account Liaison Officer (KALO) in the GORT Operator that will provide a specialised support service. In no instance shall a Corporate User be referred to the KALO; all queries will be managed by the FTMSP on behalf of its Customers.

2.1.8 Core Operational Services

2.1.8.1 Customer Registration and Tag Management

- (a) During the registration process the FTMSP should ensure that all government departments that may register as Corporate Users are flagged as government users. SANRAL or SANRAL's representatives may from time to time request the FTMSP to report only on registered government entities. The FTMSP should also ensure that a rigorous process is followed to validate the account details provided by its customers, this to enable efficient contact with customers and the ability to execute enforcement processes where necessary. In cases where customers select a post-paid option, the FTMSP should perform the relevant credit checks and ensure that security or guarantees are provided in accordance with the SANRAL policy.
- (b) Although the FTMSP shall promote the usage of Tags as a primary identifier on vehicles using the GORT network, the FTMSP shall also make provision for a Post Paid Video (PPV) Account, whereby the Corporate User Account Holder may be able to opt in for an account based on the use of VLN registrations in lieu of e-Tags. Tags will be offered to the Corporate User as part of the Corporate User engagement. All tags required by the FTMSP will be provided by SANRAL.

- (c) The FTMSP shall ensure that Tag distribution to Customers takes place in the most efficient way, at no cost to the Customer. The FTMSP shall not personalize or brand Tags without SANRAL's approval.
- (d) The FTMSP will initially be issued with tags to be held by the FTMSP as a float so that it can provide tags to customers without delay. Stock levels for these tags must be monitored closely and when the tag stock level falls below the threshold, it should immediately be topped up. The FMTSP should provide an initial estimate of how large the float should be and review this estimate at least twice a year (or more frequently depending on operational requirements).
- (e) The FTMSP shall install signage on Tags according to SANRAL's set branding standards. All Tags distributed to the FTMSP shall remain the property of SANRAL.

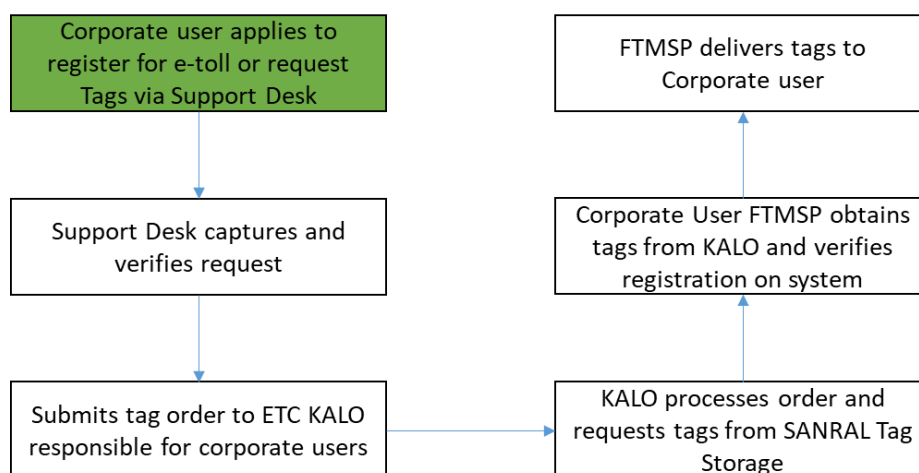


FIGURE 2-5: FIGURE DESCRIPTION BELOW FIGURE

- (f) The FTMSP is required to deliver the tag management service to conform with SANRAL and the GORT Operator's policies and procedures. This requires the FTMSP inter alia to:
 - i. Provide the GORT Operator with accurate and updated information about tags.
 - ii. Manage the processes to provide and return tags.
 - iii. Ensure that tags are correctly registered against an account unit.
 - iv. The inventory of tags kept by the FTMSP is managed correctly.

2.1.8.2 Financial and Account Management

- (a) Overview of Financial Risk Model
 - i. The fundamental difference between the model currently used by SANRAL to manage Key Accounts and how Corporate Users will be managed is that SANRAL does not expect the FTMSP to take financial risk for the payment of toll transactions. The focus of the FTMSP will be on providing a customer service to Corporate Users, the details of which is described in Section D3.3.

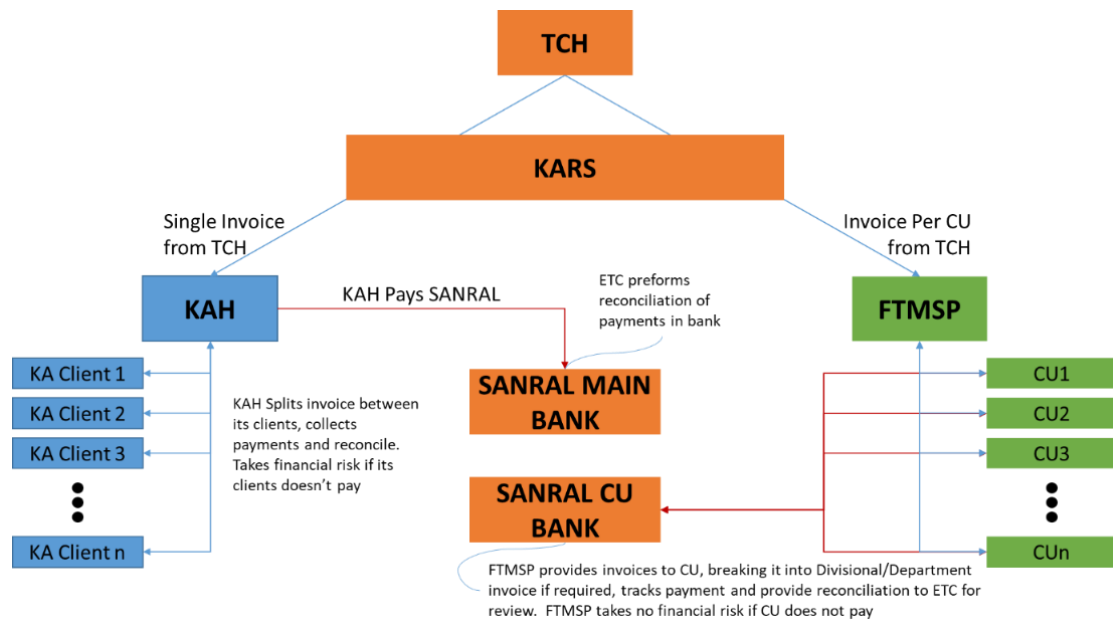


FIGURE 2-6: DIFFERENCE IN FINANCIAL RISK

(b) Invoicing and Reconciliation of Payments and Transactions

- i. A critical aspect of the financial management service is the reconciliation of invoices received from the GORT Operator, invoices issued to Corporate Users and actual payments made by Corporate Users. This reconciliation process needs to be done daily and will be critical to determine if short payments or non-payments occurred – the FTMS is required to follow up with customers where any short/non-payment occurred and take the appropriate action. Apart from payments and credit, other aspects that need to be reconciled include transactions received from the TCH, transactions rejected (if any) and e-tags (tag management).
- ii. At present the TCH uses the following hierarchy to structure the issuing of invoices in the KAH solution, namely:
 - Customer ID which is used to identify the KAH or in this application the FTMS.
 - Contract ID which is used to identify the legal entity that owns the vehicles or in this application the Corporate Users
 - Account Unit ID which is used to uniquely identify a vehicle and is linked to an e-tag and/or VLN.
- iii. The invoices that will be issued by the TCH to the FTMS will therefore contain the above-mentioned information with unique reference to be used for payment purposes. This will enable the FTMS to allocate each invoice uniquely to a Corporate User and if there is a requirement from the Corporate User to break the invoice down further e.g. and allocate parts of the invoice to business units within the Corporate User's business, that can be done. The FTMS must ensure that the unique payment reference is retained on any new invoice that is generated and that it keeps track of how invoices are split so that payments into the SANRAL TCH bank account can be reconciled with invoices issued to Corporate Users. An operational process will be agreed with the GORT Operator (TCH) to ensure that all the required information is exchanged between the parties to perform the required reconciliation. SANRAL will require the FTMS to submit a daily reconciliation report that confirms that the entire process can be reconciled.

- iv. At present the TCH issues an invoice daily for the transactions that have occurred in that day. Payments into the TCH accounts should be done in accordance with SANRAL's Terms and Conditions to ensure the account remains in good standing. Note, for pre-paid accounts an initial top-up fee per vehicle is required before the account is activated, and this fee is credited to the road-user's account. Post-paid transactions are currently limited to credit cards only and are recovered from the Road User daily – SANRAL may consider other means of payments for Corporate User post-paid accounts but at present only credit cards payments are accepted.
- v. For many companies and government departments this creates a problem since they require an invoice to make a payment. It is therefore required that the Corporate User solution can generate pro-forma invoices based on the transactional information it receives from the TCH (e.g. when the low balance threshold is reached) and not only based on invoices it receives from the TCH. When a corporate user has this requirement the FTMSP will generate a pro-forma invoice with a unique payment reference number. The list of reference numbers for invoices generated in this way will be communicated daily with the GORT operator to enable them to complete the payment reconciliation and to align the TCH invoicing process with invoicing done by the FTMSP. *(Note: If there are only post-paid accounts, there is still a requirement to create pro-forma tax invoices, e.g. for the initial top-up)*
- vi. Selected admin fees may apply from time to time that is not included in the general service provided by the FTMSP (e.g. when a tag is damaged, lost or stolen). The Corporate User solution should therefore be able to raise ad-hoc invoices for agreed upon admin fees to corporate users. The FTMSP will agree with SANRAL which service can be invoiced in this way during the development of the detailed user requirement specification.

(c) Provision of Account Statements

- i. The FTMSP shall make available statements, tax invoices and reports of road use, tolls charged, and payments received to Corporate Users electronically and in a method as agreed with the Customer. An Account Statement shall be issued monthly and be made available to the Corporate User in hardcopy and/or electronic format, depending on what has been agreed with the corporate user.

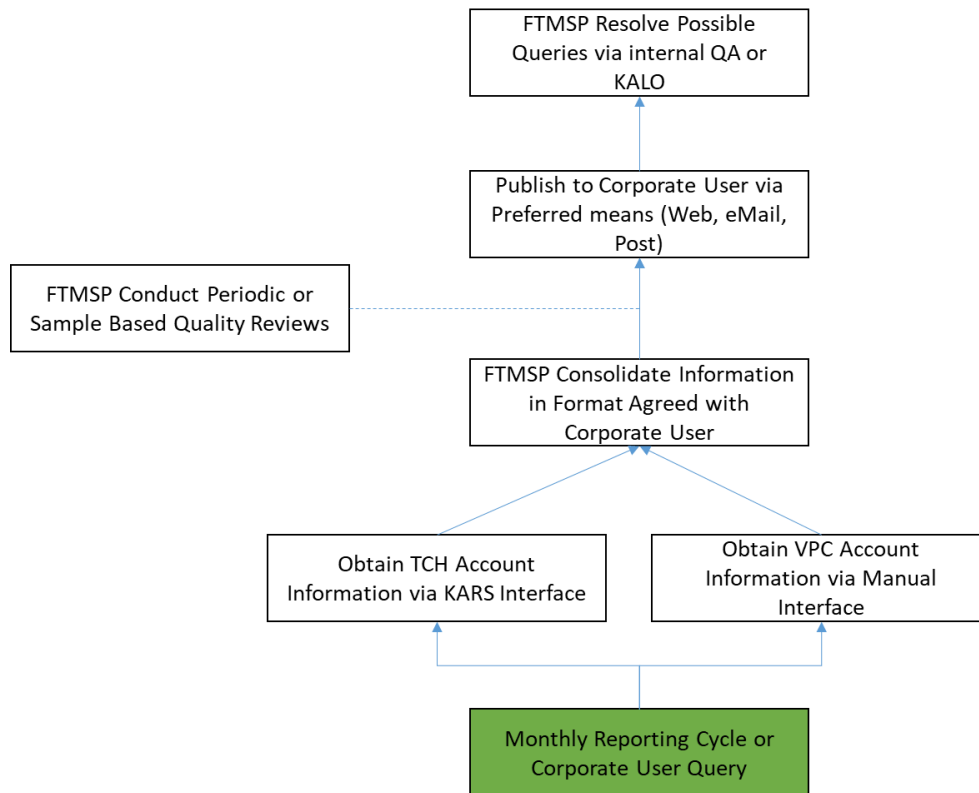


FIGURE 2-7: PROVISION OF STATEMENT PROCESS FLOW

- ii. The FTMSP shall further provide an interactive web site to enable a Corporate User to set up an account, and gain access to statements and copy tax invoices. It shall also make provision and allow for electronic payments through an e-commerce gateway to be arranged by the FTMSP.
- iii. Account Statements shall be issued by the FTMSP to each Customer registered on the Corporate User System. The FTMSP shall check any queries raised on statements and shall respond appropriately.

(d) Ensuring VAT Compliance

- i. The FTMSP is required to comply to all the VAT requirements as stipulated by SARS from time to time. In terms of a VAT directive obtained from SARS, SANRAL is required to place on record with SARS all information relating to the Corporate Users and the statements issued to its Client's. This enables SANRAL or its Client's to claim VAT tax deductions relating to the charges applicable to e-Toll Transactions. In this regard, the FTMSP shall provide SANRAL with the details of the Clients to whom statements are issued, for SANRAL to place it on record with SARS.
- ii. Pursuant to the VAT directive obtained by SANRAL from SARS, the FTMSP shall be obliged to issue a statement to the Client (on behalf of the TCH) within forty (40) calendar days after the end of a calendar month during which e-Toll Transactions were incurred by the Client and which statement shall contain at least the following information:
 - an itemized transaction listing in respect of e-Toll Transactions and the amounts payable by the Client;

- a clear description that the charges relate to e-Toll fees, lost /stolen and or damaged e-tags and either
 - where the amount of tax charged is calculated by applying the tax fraction to the consideration, the consideration for the supply and either the amount of the tax charged, or a statement that includes a charge in respect of the tax and the rate at which the tax was charged; or
 - the value of the supply, the amount of tax charged and the consideration for the supply.
- iii. The FTMSP shall be obliged to maintain, for a period of five (5) years, details of all e-Toll Transactions, as recorded on the statements.

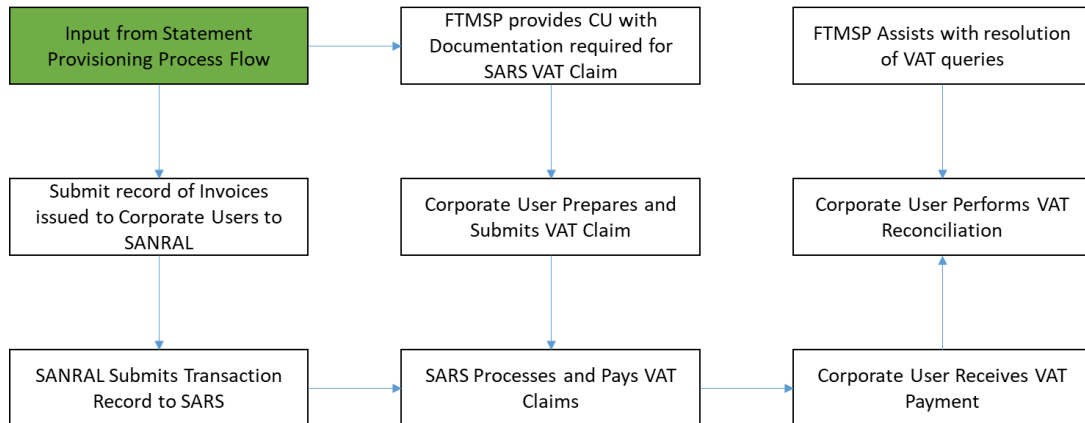


FIGURE 2-8: TAX CLAIMS PROCESS FLOW

(e) Monitoring of Payments due to SANRAL

- i. All Corporate Users will contract directly with SANRAL for the payment of e-toll. The FTMSP will ensure that the appropriate documentation is completed as part of the customer registration process and that the payment terms are explained to the Corporate Users. The FTMSP will provide the following as part of this service element:
- Ensure that all invoices for the Corporate Users are delivered (and received) on time using the preferred delivery mechanism agreed with the corporate users.
 - Verify that all the invoices are correct (e.g. perform basic checks such as but not limited to ensuring only vehicles registered against a corporate user appears on the invoice, all tariffs have been applied correctly, grace periods have been applied correctly, etc.)
 - Monitor that the Corporate User pays SANRAL within the agreed payment periods (all payment methods except cash) and provide SANRAL (TCH) and the corporate user with the reconciliation of all payments and credits.
 - Resolve issues or escalate a corporate user account as soon as the corporate user has not made on time payment and proceed to suspend the account once all avenues have been explored to resolve the payment amicably.
 - If Corporate User continues with non-payment, after the FTMSP has made its best efforts to resolve all issues that could cause non-payment, the FTMSP should proceed to hand the account over for debt collect to the VPC in accordance with the SANRAL's policies and approach.

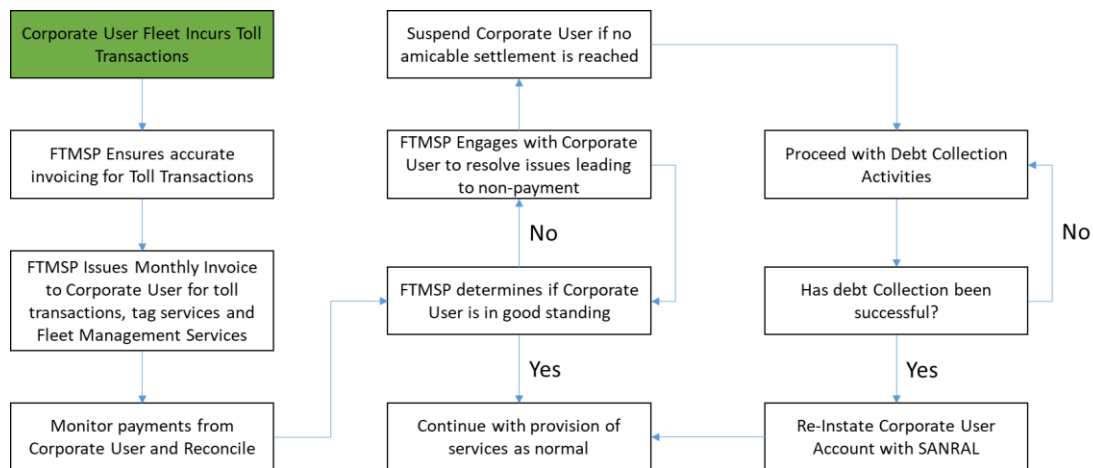


FIGURE 2-9: MONITORING OF PAYMENTS

2.1.8.3 Queries and Complaints

(a) Dispute and Query Resolution

- i. When the corporate user submits a dispute in terms of transactions to the FTMSP, the FTMSP shall provide the corporate user with a reference number, and timeline during which the dispute will be resolved. The FTMSP will then engage with the GORT Operator to resolve the dispute on behalf of the corporate user and facilitate the final resolution.
- ii. If the corporate user disputes that he/she is not responsible for specific toll charges, the Nomination and Representation process provided by the GORT Operator must be followed. Please refer to the next section on “Nominations and Representations” to determine how the FTMSP should handle Nominations and Representations.
- iii. If after an investigation evidence clearly shows that the corporate user is entitled to a refund, the FTMSP must make the necessary credit adjustments within five (5) days and notify the TCH. If there is a dispute between the FTMSP and the corporate user regarding the refund, or where circumstances are not clear that the Corporate User is in fact entitled to a refund, the matter must be referred to SANRAL for a final decision.

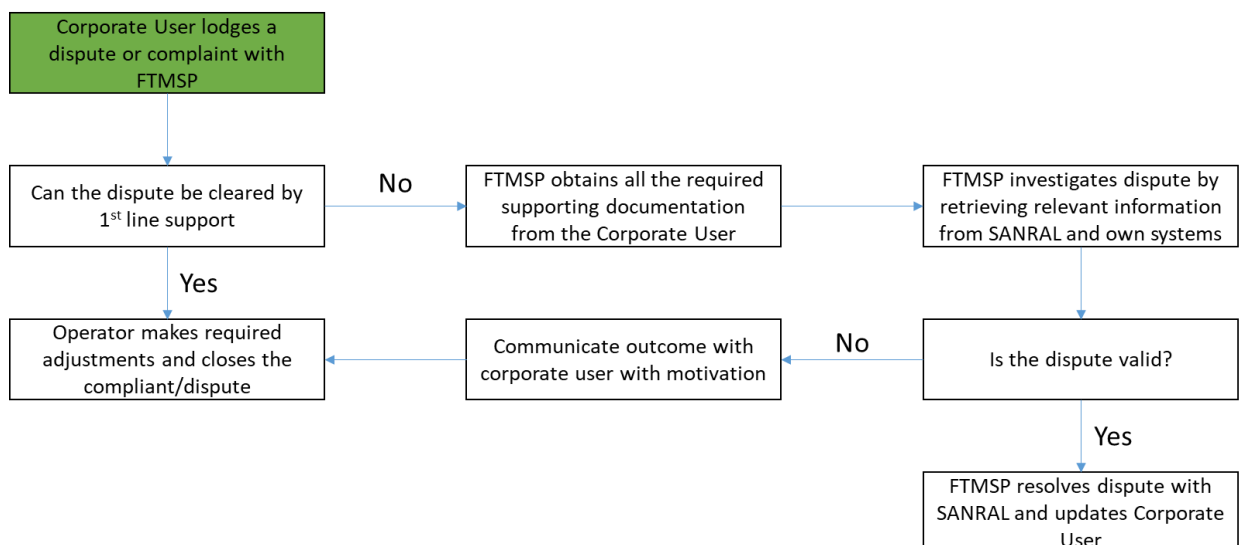


FIGURE 2-10: DISPUTE HANDLING PROCESS FLOW

(b) Nominations and Representations

- i. Nominations refers to the situation where the owner of a motor vehicle wishes to nominate another person who was using the vehicle at the time an e-toll transaction took place. If accepted, a Nomination will result in the transaction being allocated to a different road user (i.e. the nominated party).
- ii. Representation refers to the situation where the owner of a motor vehicle, or a user or driver wishes to make a representation as to the alleged driving or use of the relevant motor vehicle on an e-road. If accepted, a Representation will result in a transaction being written off by SANRAL.
- iii. The FTMSP shall receive and process Representations and Nominations in terms of the GORT Operator and SANRAL's terms and conditions. The FTMSP must ensure all correct documentation and information is received and captured on the system before accepting Representations and Nominations. If the FTMSP is satisfied that the information and documentation provided by the Corporate User is complete and corresponds with the FTMSP's records, and if the FTMSP is satisfied that the person nominating was not the driver or user of the motor vehicle at the time of the e-toll transaction, the FTMSP can request the GORT Operator to remove the toll transaction to which the nomination relates, and notify the Corporate User.
- iv. The FTMSP, after verifying the facts, may allow the representations if there are reasonable grounds (in accordance with Sanral's Terms and Conditions) indicating that the person making the representation must not be held liable for the e-toll transaction; or reject the representations if there are no such reasonable grounds. If the representation is allowed, the FTMSP must request the GORT Operator to cancel the e-toll transaction to which the representation relates by means of a credit note and inform the Corporate User who made the representation thereof. If the representations are rejected, the FTMSP must advise the Corporate User that the representations have been rejected, provide the reasons for the decision and inform the Corporate User who is liable that he, she or it is liable for the relevant outstanding tolls. Debt collection process will continue.
- v. Nominations and Representations cannot be processed telephonically and shall be concluded within 14 days after receiving all the supporting information electronically or via registered mail.

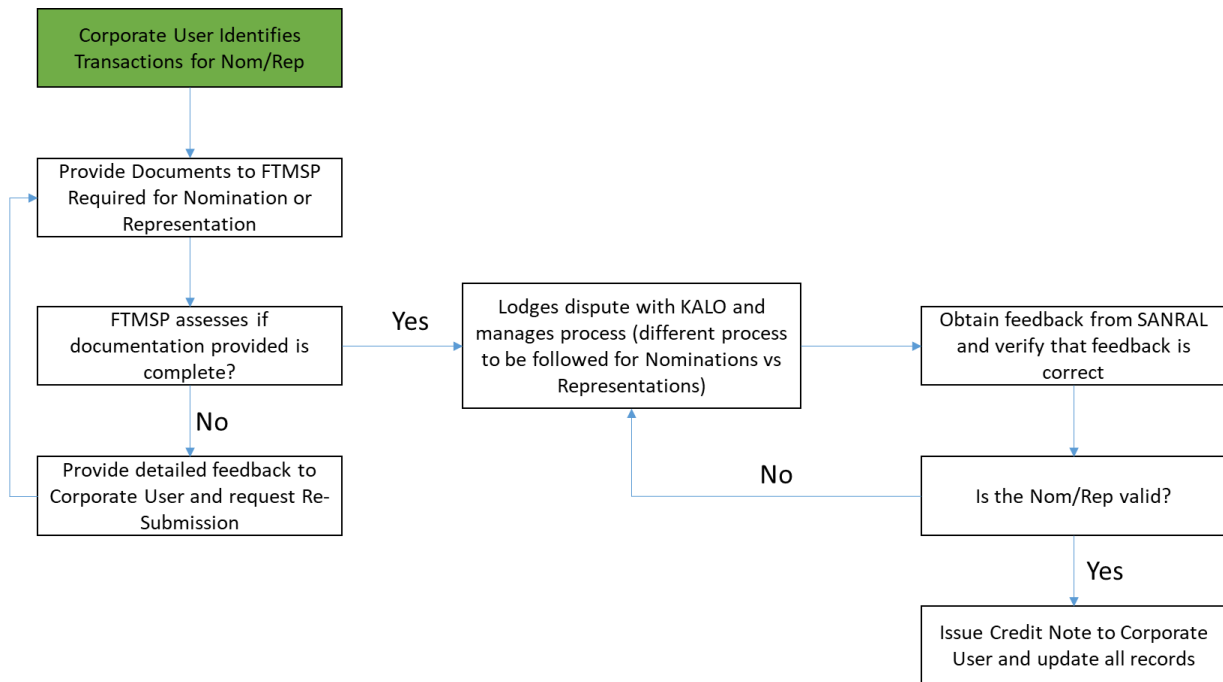


FIGURE 2-11: NOMINATIONS AND REPRESENTATIONS

2.1.8.4 Provision of Road Usage Data

- (a) The FTMSP shall provide road usage data with all invoices sent to the Corporate User, as well as on request. The road usage data shall include but not limited to the following information (all of which is available from the Toll System via the KARS interface):
 - i. Transaction detail
 - ii. Vehicle Class & Registration number (VLN)
 - iii. Date and time of transaction
 - iv. Gantry / Toll Plaza detail
 - v. Toll Authority (GORT, Bakwena, N3TC, etc.)
 - vi. Physical location
 - vii. Value of the transaction
 - viii. E-tag number (where applicable)
 - ix. Image of vehicle in question
- (b) The FTMSP shall also provide selected images with the road usage data if requested by the Corporate User. Road usage data will be distributed with the Corporate User statements monthly and cover the same period as the statement.
- (c) Requests for Road Usage data outside the statement period (i.e. historical data) shall be provided on request within a maximum of 15 working days.

2.1.9 Reporting per Business Unit to Corporate Users

- 2.1.9.1 Most companies assign vehicles to cost centres, which enables trips to be associated with vehicles, and travel and toll costs allocated to the relevant cost

centre structure. A company can be further broken down into divisions and business units to assist in the allocation of toll transaction costs. This breakdown can be in accordance to company hierarchy, with business units below the company, and further cost centres below each of those.

2.1.9.2 The Corporate User System shall have the ability to separate costs/reporting according to business type or division (according to different cost centres within a single organisation) for each Corporate User registered on the system. The reports offered by the Corporate User shall be of such a generic nature that the Corporate User should be able to port the information into their own financial system. The solution offered shall be able to provide reporting into at least 3 levels, namely:

- (a) Level 1 = Company Level
- (b) Level 2 = Division Level
- (c) Level 3 = Department Level

2.1.9.3 After the business units are set-up per customer the Corporate User will automatically assign the toll transactions to the correct cost centre structures based on the vehicle's linked to the business unit. The system will then automatically calculate and report the toll costs based on the business unit and this shall be used for company billing purposes, financial planning and control etc.

2.1.9.4 The following reports, as a minimum, will be offered to the Corporate User:

TABLE 2-3: CORPORATE USER REPORTING

No.	Report Name	Purpose	Minimum Information	Frequency
1	Reconciliation Report	To supply the financial reconciliation information of all transactions per vehicle	<ul style="list-style-type: none"> Customer Name Transaction value Date & Time of trx Toll Gantry Vehicle details Business Unit (where applicable) 	Monthly
2	Summary Report	Supply summary information per customer listed business unit / cost centre	<ul style="list-style-type: none"> Customer Name Transaction Summary value per vehicle Summary Month Business Unit / Cost Centres 	Monthly
3	Rejection & Discrepancy Report	List of all vehicle /tag / vln discrepancies, class discrepancies & rejections	<ul style="list-style-type: none"> Customer Name Transaction value Date & Time of trx Toll Gantry Vehicle details Discrepancy reason Business Unit (where applicable) 	Monthly
4	Account Status Report	List Status of customer account	<ul style="list-style-type: none"> Date & Time of Payments Summary of transaction values per business unit / cost centre for specific month Balance 	Monthly

No.	Report Name	Purpose	Minimum Information	Frequency
5	Detailed Transaction Report	List of detailed transactions per VLN	<ul style="list-style-type: none"> Example report provide in Part D - Appendix D 	Monthly or on request
6	Lost / Stolen / Damaged Tags	Track and report for financial recovery	<ul style="list-style-type: none"> Quantity of tags for month 	Monthly

2.1.10 Resolution of Historical Debt/Outstanding Fees

- 2.1.10.1 Once the Corporate User Solution is launched it could be possible that current corporate users with outstanding fees and/or disputes that wish to register for e-toll can do so utilising the enhanced customer service provided by the FTMSP. Outstanding fees / disputes will not exclude a person / company from registering as a Corporate User.
- 2.1.10.2 It is expected that the marketing team will have the ability and capacity to resolve historic debt issues if required. As stated above, Corporate Users can register on the Corporate User System without resolving historic debt, but it is expected that the FTMSP will extend its best efforts when registering new Corporate Users to resolve historic debt, either via full payment or a payment agreement. Failing such resolution, it is expected that the FTMSP will follow-up regularly with these corporate users to resolve historic debt issues.
- 2.1.10.3 SANRAL and the GORT is currently busy with a process to issue summonses to companies and road users that have failed to pay their historic debt. The FTMSP will be required to review the list of summonses planned monthly and attempt to facilitate an agreement between registered corporate users that may be on the summons list before a summons is issued.

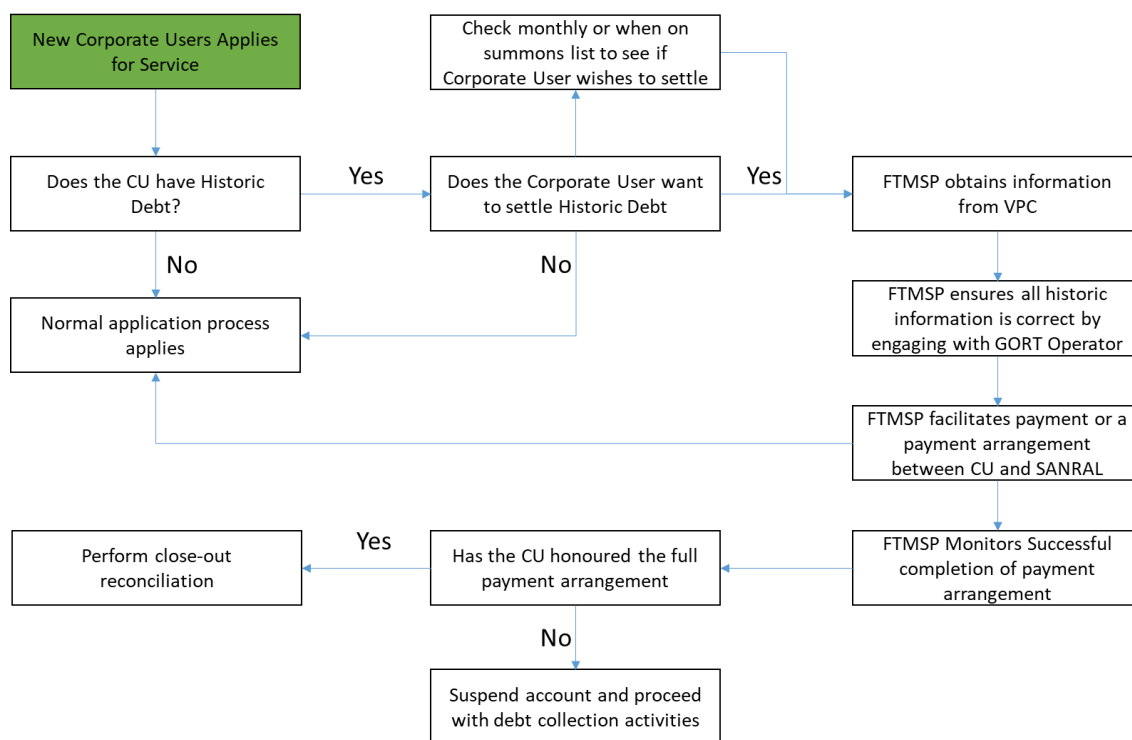


FIGURE 2-12: RESOLUTION OF HISTORICAL ACCOUNTS PROCESS FLOW

2.1.11 Reports to SANRAL

2.1.11.1 The following reports, as a minimum, will be offered to SANRAL:

TABLE 2-4: SANRAL CORPORATE USER REPORTING

No.	Report Name	Purpose	Minimum Information	Frequency
1	Contractual Reporting	To report changes at the FTMSP	<ul style="list-style-type: none"> Change in Management Structure Change in Memorandum and Articles of Association or the shareholders agreement of the FTMSP Change in submitted tender details such as BEE representation etc. 	Quarterly
2	Customer Reporting	Supply registered customer details	<ul style="list-style-type: none"> Customer Name Vehicle Details Summary and value of Toll Transactions per month 	Monthly
3	Financial Reporting	Value of Transactions processed through the Corporate User System	<ul style="list-style-type: none"> Customer Name Number of transactions Transaction value (Summary) per Month 	Monthly
4	Call Centre Report	Summary of Call Centre Statistics	<ul style="list-style-type: none"> Number of calls / requests Percentage resolved / unresolved Average time to respond Average time to answer 	Monthly

No.	Report Name	Purpose	Minimum Information	Frequency
			<ul style="list-style-type: none"> Planned actions to resolve outstanding problems 	
5	KPI Report	List KPI Targets vs actual performance	<ul style="list-style-type: none"> KPI Target KPI Achievement KPI Calculation detail KPI Result 	Monthly

2.1.12 Innovative Tag Related Services

2.1.12.1 Proposals for innovative solutions or uses of e-tags related to the management of Corporate User Fleets will be taken into consideration by SANRAL. These services should be targeted towards creating greater incentives for fleets to

- (a) become toll compliant and
- (b) adopt an e-tag as the primary means of identification on the GORT network.

2.1.12.2 It is expected that these services will be billed directly to the Corporate Users and that the pricing will be transparent to SANRAL. Services listed here will not contribute to financial evaluation of the tender but will contribute to the technical evaluation of the tender.

2.2 SERVICE LEVEL AGREEMENT AND PERFORMANCE

2.2.1 Services Required

2.2.1.1 The FTMSP will be expected to deliver the services as specified in section 3.3 of this document, i.e.:

- (a) Customer Registration and Tag Management
- (b) Financial and Account Management
- (c) Queries and Complaints
- (d) Reporting per Business Unit
- (e) Resolution of Historical Debt
- (f) Reports to SANRAL

2.2.1.2 The service level management approach to be adopted by SANRAL will be based on the use of Output Based Key Performance Indicators (KPIs). By implication this means that only the outputs required from key elements of the services listed above shall be measured. This does not release the FTMSP from their responsibility to develop and implement Input Based KPIs for its own internal management purposes. The FTMSP should also note that SANRAL may request a report of these input based KPIs at any time when any one of the Output Based KPIs go out of specification.

2.2.1.3 It should also be noted that the approach proposed herein will be refined with the successful tenderer(s) based on the final tender response and the potential modifications agreed between the parties. It is critical to SANRAL that the services offered to corporate user are delivered at a high level and that a suitable management mechanism is agreed with the FTMSP to ensure that this is the case. SANRAL will therefore not deviate from the principles proposed here in terms of KPI management but remains open to how the approach is implemented in practice and what service levels are possible to deliver.

2.2.2 Service Level Governance

2.2.2.1 It is also important to understand the structure of the overall service provision and how it will be managed from a KPI measurement perspective. The diagram below provides an overview of how the Corporate User service will be measured.

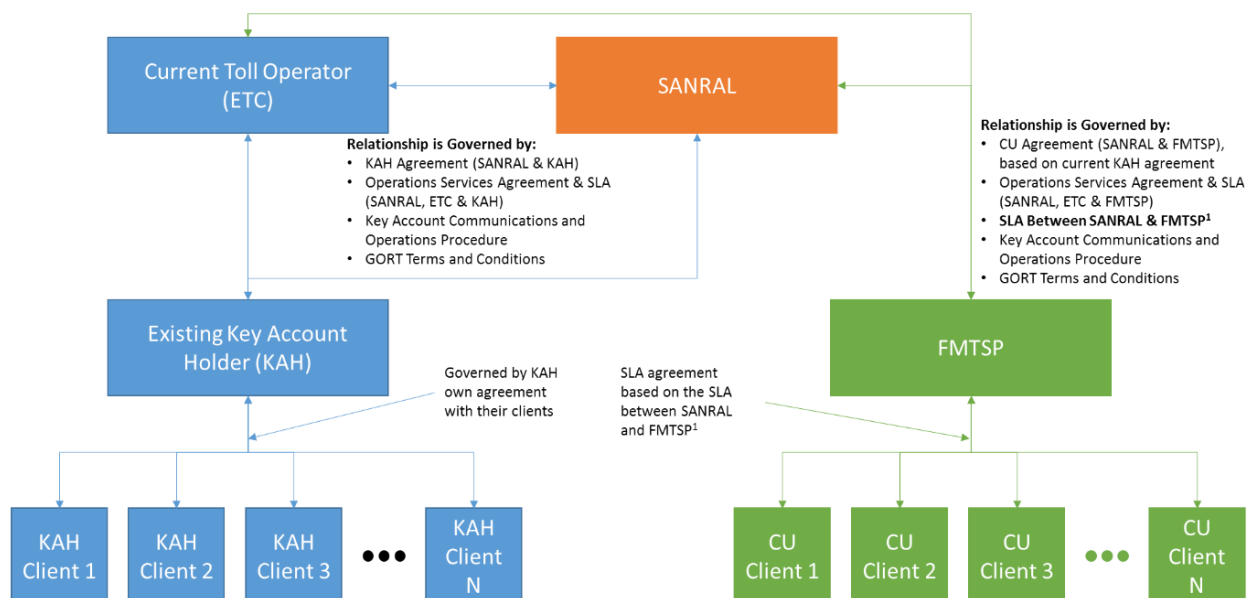


FIGURE 2-13: SERVICE LEVEL AGREEMENT GOVERNANCE STRUCTURE

2.2.2.2 From the figure above the **FTMSP** will be managed in the same way that the KAH is currently being managed, with one key difference – an additional Service Level Agreement will be implemented between SANRAL and the FTMSP to govern the service rendered to clients. The reason for this is that in the KAH model, the KAH clients are paying the KAH for the service they receive, and they therefore have direct control over the level of service rendered to them. The corporate user will not pay for the service offered by the FTMSP because SANRAL will pay the FTMSP to provide the service. SANRAL therefore needs a mechanism to ensure that the service offered to corporate users is of the highest quality.

2.2.2.3 In summary, the following governance mechanisms will be required:

- (a) An agreement between SANRAL and the FTMSP that defines the service to be delivered to the corporate users and the terms associated with it.
- (b) A three-way Operations Services Agreement (OSA) similar to the OSA that is currently used to manage the relationship between SANRAL, ETC and the KAH. The purpose of the OSA is to provide the FTMSP with the required mechanisms to manage the service it gets from the Contractor.
- (c) An Output Based Service Level Agreement between SANRAL and the FTMSP that governs the level of service provided to end users of the Corporate User Solution. The proposed measurements of this SLA are provided in section 2.2.3 but is subject to change based on the final solution.
- (d) The Key Account Communications and Operations procedure provides the details of how all KAH are treated and managed.

2.2.3 Service Levels Required to Corporate Users

2.2.3.1 The exact service levels required for the services rendered to corporate users will be agreed upon with the successful tenderer. To ensure that the KPI's agreed upon will be usable and fair towards all parties a 6-month period at the beginning of the service period will be used to monitor actual service levels without the application of the SLA terms. This period will be used to finally

calibrate the measurements, after which they will be applied to manage the service.

- 2.2.3.2 The table below summarizes the KPI's proposed for critical elements of the services specified. The tenderer is reminded that these are the output based KPI's that will be used for governance purposes – the successful service provider will have an obligation to implement an internal (input based) KPI measurement solution to ensure that root causes can be determined when any of the output based KPI's is not met. These input based KPI's should be available to SANRAL at any time in a simple report format structured around the KPI's specified below.

TABLE 2-5: PROPOSED CRITICAL KPI'S

Service Name	KPI Name	KPI Description	Service Level Bands		
			Band 1	Band 2	Band 3
Tag Management	Tag Activation	Measurement of the time it takes from the Corporate User application for a tag until the time it is activated on the GORT Network	Within 12 hours	Within 24 hours	Within 48 hours
Provision of Account Statements	Statement Delivery	The time it takes to deliver 100% accurate statements (auditable) after each month end to the Corporate user in electronic format	Max 8 Days after Month end	Max 10 Days after Month end	Max 15 Days after Month end
Invoice Management	Invoice Delivery	The time it takes to deliver all applicable invoices, 100% accurate (auditable) after each month end to the Corporate User in electronic format	Max 1 Days after Month end	Max 3 Days after Month end	Max 5 Days after Month end
Management of Payments	Payment Reconciliation	100% Reconciliation of all payments paid by Corporate users registered by the FTMSP	Max 8 Days after Month end	Max 10 Days after Month end	Max 15 Days after Month end
Manage the Dispute Resolution Process	Timely Dispute Resolution	100% resolution of all disputes within the specified times based on	Within 24 hours	Within 48 Hours	Within 120 Hours

Service Name	KPI Name	KPI Description	Service Level Bands		
			Band 1	Band 2	Band 3
		customer closure of service calls			
Management of Nominations and Representations	Timely Resolution of all Noms/Reps	Complete resolution (auditable) of fully documented Noms/Reps cases submitted by Corporate Users	Within 10 days	Within 15 Days	Within 20 Days
Resolution of Historically Outstanding Accounts or Outstanding Fees	Timely resolution of Historical Debt	Provided the Corporate User agrees to payment of historical debt, the FTMSF will obtain accurate outstanding balances, reach agreement with the ORT Operator, obtain payment from the Corporate User and close all related administrative tasks pertaining to the historic debt within the specified period.	Within 5 Days from Corporate User Request	Within 10 Days from Corporate User Request	Within 15 Days from Corporate User Request
Reporting per Business Unit	Report Availability	The reporting system, correctly configured as specified, will be available to Corporate User on a 12 (hours per day) x 5 (days per week) basis during the period 7am-7pm.	99%	98%	95%
Call Centre Service	Call Centre Efficiency	Call Centre Efficiency will be measured in 2 parts: 1. First time call resolution percentage	1. 90% 2. Within 24 Hours	1. 80% 2. Within 48 Hours	1. 70% 2. Within 72 Hours

Service Name	KPI Name	KPI Description	Service Level Bands		
			Band 1	Band 2	Band 3
		2. Time duration for the resolution of non-first time calls			
Web Portal	Web Portal Availability	The web portal availability is measured during the core business hours of 7am-7pm and is calculated only during normal business hours	99.5%	99%	95%
Overall Customer Service	Customer Satisfaction	A monthly, independent customer services survey will be done amongst a random representative sample of all the Corporate User customers using an agreed set of questions to obtain a service rating out of 10.	80%	90%	95%

2.3 TECHNICAL REQUIREMENTS

2.3.1 Overall Architecture

- 2.3.1.1 The FTMSP shall utilize the existing Key Account Interface to link the Corporate User Solution to the TCH. All Corporate User Solution transactions will be obtained via the Interface, which will be distributed electronically daily by the GORT Operator. In return, the FTMSP will import these transactions into the Corporate User Solution and manage the information dissemination to the Corporate User.

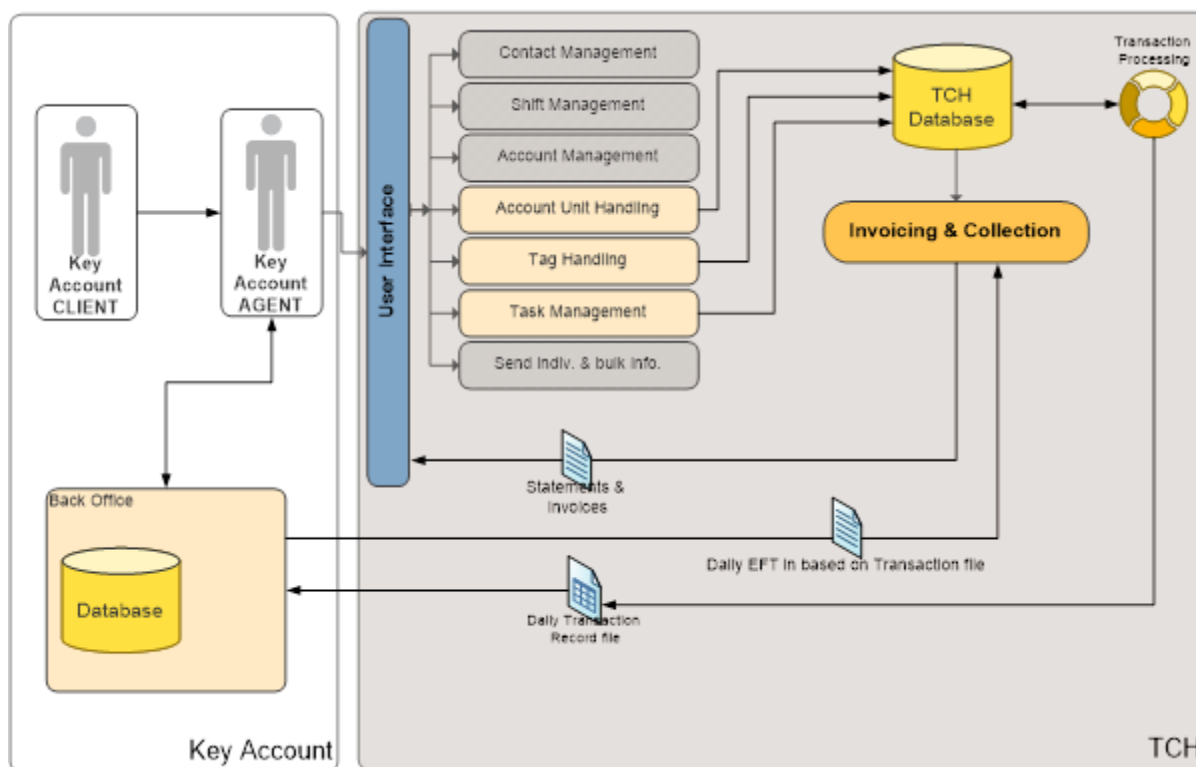


FIGURE 2-14: OVERVIEW OF CURRENT KEY ACCOUNT SOLUTIONS IMPLEMENTATION

- 2.3.1.2 Figure 2-14 provides an overview of how the Key Accounts currently appointed by SANRAL interfaces with the TCH and it is expected that the Corporate User Solution will interface in the same way with the TCH. The Corporate User Solution Hardware will be housed at the FTMSP premises and be linked to the KA System via the existing Key Account interface.
- 2.3.1.3 The Call Centre and online support systems will be managed and housed on the FTMSP's offices. All costs relating to the establishment and ongoing management of the call centre will be carried by the FTMSP.

2.3.2 The KARS Interface

- 2.3.2.1 The following minimum interfaces are required from the Corporate User System to allow accessibility to the KAH System:

TABLE 2-6: ACCOUNT UNIT MANAGEMENT INTERFACES

Data Direction	Name	Description
KA → TCH	Create Account Unit	The TCH receives the information to register an account unit related to the key account (KA)
KA → TCH	Update vehicle Info	The TCH receives vehicle Information like vehicle class, make, model to update an existing account unit
KA → TCH	AssignTagtoAccountUnit	The TCH assigns the Tag ID provided by the KA to a registered account unit if no other Tag was assigned to the account unit and is a Tag available in the KA warehouse
KA → TCH	RemoveTagFromAccountUnit	This method allows de-assigning a tag from an account unit (vehicle).
KA → TCH	UpdateAccountUnit RedListStatus	This interface is used to put an account unit into red-list or to remove it from the list (if it is already red listed).
KA → TCH	RemoveAccountUnit	This interface is used to close an account unit, which means it will be removed from the key account. As a result, the vehicle is put in red-list.
KA ← TCH	GetAccountUnitTransactions InDateRange	This interface provides toll transactions of an account unit related to the key account, in a specified time frame.
KA ← TCH	GetAccountUnitDetails	This interface provides the account unit details registered in the TCH.
KA ← TCH	GetAccountUnitList	This interface provides you with a list of all the active account units in TCH.
KA ← TCH	GetTransactionImages	This interface provides the 3 images for a transaction retrieved from TCH

TABLE 2-7: TAG MANAGEMENT INTERFACES

Data Direction	Name	Description
KA → TCH	RegisterReceivedTagBatchBox InWarehouse	Tags provided to the key accounts logistics office have to be registered in the KA warehouse (otherwise assignment of these Tags is not possible)
KA → TCH	RegisterReturnedTagInTchWarehouse	This interface shall be used in order to register the return of tags from the Key Account Client's warehouse to the TCH Key Accounts' Parent Logistic Warehouse.
KA ← TCH	GetListOfTagsInKeyAccountWarehouse	This interface provides the information of the tags located in the Key Account's warehouse.

TABLE 2-8: QUERY MANAGEMENT INTERFACES

Data Direction	Name	Description
KA → TCH	CreateNewQuery	This interface should be used to create a new Query in the KARS system.

Data Direction	Name	Description
KA → TCH	UpdateQuery	This interface should be used to update an existing query in the KARS system.
KA → TCH	GetQueryDetails	This interface should be used to get the details of a query in the KARS system.

2.3.3 Software

2.3.3.1 Software Development

2.3.3.1.1 The project will require custom software development and the extent of the development will depend on whether the FTMSP has an existing system that already makes use of the KARS interface or not.

2.3.3.1.2 A well-defined software methodology shall be utilized, and the system shall be subjected to formal reviews and audits based on acceptance tests as developed by the FTMSP and accepted by SANRAL.

2.3.3.2 Software Design

2.3.3.2.1 The software for this project shall provide for the following:

- (a) User Friendly Graphical User Interface;
- (b) Enterprise operating system and relational database;
- (c) Access controls, which ensure that access to systems, data and programs is restricted to authorized users to safeguard information against unauthorized use, disclosure or modification, damage or loss.

2.3.3.3 Minimum Software Requirements for the Corporate User System

2.3.3.3.1 Operating System and Database

- (a) The Corporate User Solution shall be supported by a field-proven relational database management system (DBMS) capable of operating in a 24/7 transaction-intensive environment. The database software, operating system and application software shall have an upgrade path and support future upgrades to the System, application, memory, processes etc.
- (b) The FTMSP will supply a risk mitigation plan to address any software discontinued or not supported by the supplier, during the contract period.

2.3.3.3.2 Application software

- (a) The software shall utilize configurable parameters to support basic business rule changes without requiring code changes. The business rules of the system will be documented during the finalisation of the user requirements documentation. After the finalisation of the user requirements, the FTMSP shall develop a functional specification before the application is developed, which shall be approved by SANRAL. Software development of the Corporate User Solution will be based on and measured against the Functional Specification.

- (b) It will be necessary to have a user interface for the configuration of the parameters. The software shall allow system operating rules and configurable parameters to be changed while the system is operating, without having to shut down the application. The FTMSP will implement a change control procedure that documents all changes to the system, which will be approved before any change to the system is affected. The system will also contain an automated audit trail that will record any change to the system, with date and time of the change included. The audit trail will be included in the FTMSP's monthly report to Sanral.
- (c) The Corporate User Solution shall be an independent system that can interface and transfer data from the TCH System using the Key Account Interface. The Corporate User Solution shall be scalable according to processing capacity and storage space and support scaling up (adding resources to a single node in the system) and scaling out (addition of more nodes to the system).
- (d) Initially the system must be able to cater for at least 500 concurrent users per day, scalable to 4000 users utilizing the system. Transaction data must be available for a minimum period of 6 full calendar months, after which it must be archived to magnetic disk.
- (e) Access to the System shall be via a secure Web Portal. The FTMSP shall develop a secure web portal, which will be accessible via a link website from the Sanral E-Toll website.
- (f) The proposed system configuration must be provided as part of the proposal and must include both the hardware and software components that will be required.
- (g) The Interface must be technically suitable and user friendly for use by any proposed User of the System.

2.3.3.3.3 Antivirus software

- (a) The Server where the Corporate User Solution will reside shall be issued with Antivirus software and automated daily virus updates shall be downloaded. Firewalls shall be installed where applicable.
- (b) All security measures taken to protect the Corporate User Solution will be stipulated in the URS and approved by Sanral and/or the Employer's Representative on the GORT Contract prior to implementation.

2.3.3.3.4 Language Requirements

- (a) All User Interfaces of the System shall be in English

2.3.4 System Documentation

2.3.4.1 As a minimum the following documentation will be required by the FTMSP.

- (a) Overall project schedule and method
- (b) E2E System Architecture, SW and HW
- (c) E2E Business Process Definition
- (d) User Requirement Specification
- (e) Functional Specification
- (f) Detailed Design

- (g) Testing plan
- (h) Operation and Maintenance plan
- (i) Training Schedule
- (j) Staff Organogram and qualifications

2.3.5 Configuration Data

- 2.3.5.1 Data required for the successful operation of the Corporate User Solution will be retrieved from the Key Account system via supplied web service calls where it already exists. Configuration data shall include user account Information, vehicle classes linked to the accounts and transaction information as a minimum requirement. It must at any point in time be possible to print a report of all the configuration data via a single report option. All configuration data changes must be logged to an audit trail.

2.4 SYSTEM FUNCTIONAL REQUIREMENTS

2.4.1 Overview

- 2.4.1.1 The Corporate User System shall be a customer orientated system that will utilize the current Key Account Interface to gain access to information on the TCH. The Corporate User Solution will independently provide a service to its customers using the information obtained from the TCH in accordance with the requirements stated below.
- 2.4.1.2 The business rules of the Corporate User Solution will be adapted to suit the current Key Account Interface Rules, and the FTMSP will have to address the individual needs and requirements of each user to synchronize with the current rules.

2.4.2 Corporate User System Functions

- 2.4.2.1 The functions listed in this section will be required to deliver the required services.
- 2.4.2.2 Tag Management Services
- 2.4.2.3 System functions for the process of obtaining and issuing of tags, as well as returning faulty or damaged tags, via the KA Interface shall be included
- 2.4.2.4 Account Statements
 - 2.4.2.4.1 Account Statements shall be issued on a monthly basis to every Corporate User. The format used for the statements shall be approved by SANRAL as part of the system acceptance.
 - 2.4.2.4.2 Account statements shall be produced electronically by the Corporate User Solution. It shall be produced as part of the month-end of the FTMSP.
- 2.4.2.5 Invoicing and monitoring income
 - 2.4.2.5.1 The FTMSP shall monitor that all payments associated with the respective Corporate User's transactions are paid. A monthly invoice shall be issued for the pre-ceding month's toll transactions to each Corporate User, and revenue paid to SANRAL for the transactions shall be checked and verified against the invoice.
- 2.4.2.6 Higher level of visibility of transactions, payments and balances
 - 2.4.2.6.1 The System shall provide detailed information for all transactions and payments associated with the Corporate User.
 - 2.4.2.6.2 The System shall be able to export and store all images associated with each transaction, utilizing the TCH Key Account Interface. Images will be shown for related transactions upon request and may require that the information be sourced from the TCH (i.e. it is not a requirement to store this information for all transactions in the Corporate User Solution). The System will summarize data per vehicle, or grouping of vehicles, and will be able to show summary information per day, week, month and year.

2.4.2.6.3 The System will allow the breakdown of the information presented to its users into different business units or cost centres, in accordance with the general requirement of its users.

2.4.2.6.4 The System will offer user friendly reports that can be configured by the end user to suit individual needs and requirements.

2.4.2.7 Export of Information

2.4.2.7.1 The System will allow the user to export data in Portable Data File (pdf) and / or comma delimited format, depending on user requirement. It shall also be possible to export data into a common format recognizable by reputable financial software to allow the Corporate User to import files into their financial management system.

2.4.2.7.2 The export of data will be managed through a user-friendly interface that forms an integral part of the system.

2.4.2.8 Reporting Requirements

2.4.2.8.1 The System shall report on the movements of vehicles along the Sanral roads network (for all toll agencies) in accordance with transactions identified by the Road Side System. Reports shall offer a graphical view of the movements as well. Reports shall be available on a daily, weekly and monthly basis.

2.4.2.8.2 A basic set of reports are required to ensure that the information exchanged between the Corporate User Solution and the TCH system is synchronized. The reporting system shall be efficient, flexible and configurable to the extent possible and consistent with the overall system's operating environment. It shall support a wide spectrum of system user configuration parameters to allow for managed reporting, ad-hoc queries and predefined exception condition reporting. Reporting data shall correspond with the Corporate User Solution raw data, ensuring data integrity and completeness when drawn.

2.4.2.8.3 The reporting system shall utilize commercial off-the-shelf (COTS) generalized reporting software where possible. Access to reports shall be restricted according to various access levels dictated by the Corporate User. It shall be possible to export the contents of the reports to multiple formats including, but not limited to, Excel, PDF and XML. It shall be possible to save and print the report in a PDF format. All the report formats and layouts are to be approved by SANRAL.

2.4.2.9 General Reporting Requirements

2.4.2.9.1 The following minimum information shall appear on each Report:

- (a) The logo of SANRAL;
- (b) Details of the Corporate User, such as Company Name, Registration Number, Address, Contact details and other relevant information.
- (c) Selection criteria used to draw the report;
- (d) The date and time when the report was printed;
- (e) Page number and total number of pages for the report;
- (f) Data completeness and consistency status (where applicable); and
- (g) User identification of the System User that printed the report.

2.4.3 System Obsolescence

- 2.4.3.1 The FTMSP shall develop and maintain a strategic plan that addresses obsolescence in advance and makes plans to avoid obsolescence by being proactive in keeping the systems on currently supported platforms.
- 2.4.3.2 The FTMSP shall replace any equipment during the Contract period that has become obsolete or that was identified by SANRAL as obsolete in the Contract period. The use of operating systems and application software is limited to the vendor maintenance period available as supplied in the software road map.
- 2.4.3.3 The FTMSP shall during the Contract period upgrade all operating systems, hardware and application software once the supplier of the operating system and/or application software has discontinued support for the current operating system and/or application software.
- 2.4.3.4 In cases where the new version of the operating system and/or application software is not compatible with the hardware and/or application software, the FTMSP shall replace the hardware and/or application software with compatible hardware and/or application software.
- 2.4.3.5 When an operating system, database, application software or third party software has to be upgraded, a Software Executable Release Plan shall be submitted to SANRAL for approval.

2.4.4 Protection of the System

- 2.4.4.1 System security and data privacy policies shall need to be determined that shall minimize the potential for internal and external security breaches and concurrently provide for the protection of customer privacy in compliance with acceptable legislation.
- 2.4.4.2 Privileged or confidential information shall include all information that is:
 - (a) Determined by SANRAL to be privileged or confidential (such as Bank Issued Card information and other Road User information);
 - (b) Of a personal nature about a third party;
 - (c) Deemed to violate a Person's right to privacy if disclosed; or
 - (d) Declared to be privileged, confidential or secret in terms of Law.
- 2.4.4.3 The FTMSP shall implement all procedures, equipment and software, or a combination thereof necessary to ensure that the System is adequately protected against any third party obtaining unauthorized access to any part of the System. This shall include the safeguarding of all data communication lines and dial-up facilities. The FTMSP shall ensure that all functions within the systems, including those functions of the LAN and functions within the application software, shall be protected from unauthorized disclosure.
- 2.4.4.4 If an entity is linked to the Internet or any other public network, sufficient procedures have to be defined and implemented to safeguard the System

against Internet threats throughout the duration of the Contract and ensure confidentiality and non-repudiation of sensitive messages.

- 2.4.4.5 Under no circumstances shall a third party be allowed to change data on the production system.

2.4.5 Protection of data within the System

- 2.4.5.1 The FTMSP shall utilize techniques for protecting data files and their integrity for any database structure or operating system within the System. This shall include techniques for providing data integrity, encryption, overwrite protection and data security.
- 2.4.5.2 All data communicated between components of the System, shall be encrypted; no data or passwords shall be communicated in plain text format. Encryption shall provide protection against external and to some degree, unauthorized internal access attempts.
- 2.4.5.3 The FTMSP shall ensure the safekeeping of all privileged or confidential information. The FTMSP shall refuse a request for access to privileged or confidential information, unless:
- (a) Written approval has been obtained for such disclosure, from SANRAL; or
 - (b) The individual whose rights might be affected has consented in writing to its disclosure to the requestor concerned; or
 - (c) So ordered by Law or a South African court.

2.4.6 Protection of Personal Information

- 2.4.6.1 The FTMSP will ensure that all information of its Clients are protected in accordance with Protection of Personal Information Act, No 4 of 2013. The FTMSP shall advise SANRAL when compliant to the Act, and provide the required proof of compliancy.
- 2.4.6.2 Adherence to the POPI Act will be a pre-requisite for implementation and activation of the Corporate User Solution.