

 Eskom	Scope Of Work	Generation
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Title:	Unique Identifier:	Fleet Management
Provision of Fleet card facility fuel, oil, and toll on Eskom Generation vehicles for a period of 5 years.	Alternative Reference Number:	
	Area of Applicability:	
	Documentation Type:	Scope of Work
	Revision:	0
	Total Pages:	
	Next Review Date:	N/A
	Disclosure Classification:	CONTROLLED DISCLOSURE

Compiled by	Functional Responsibility	Authorised by
		
.....		
Shiyeni Thobela	Pakama Zweni	Ngoako Huma
Fleet Officer	Fleet Manager (GX)	General Manager Finance (GX)
Date: 02 Oct 2024	Date: 02 October 2024	Date: 09/10/2024

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1. INTRODUCTION

Eskom Generation division has ownership of approximately 3 850 (three thousand eight hundred and fifty) Gx Fleet pool vehicles and equipment, 50 (fifty) vehicles for allowance and vehicles for Eskom Executives. There are 28 Eskom Generation sites across all the provinces servicing Eskom vehicle users. Eskom executives' cards are managed separately from the total fleet management. All sites have various numbers of fleet stationed at the various Power stations including Peaking sites throughout the country.

A period of three (3) months from the contract award will be given to the supplier to print, deliver and ensure that all systems are up and running.

2. SUPPORTING CLAUSES

2.1 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**)

2.2 Purpose

The purpose of this document is to ensure that all Eskom Generation 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 Generation Fleet site have a facility to pay for vehicle license as well as traffic fines management.

2.3 Applicability

This document is applicable to Eskom Generation Powers station sites including all Peaking sites.

2.4 Definitions

Definitions	Description
Card	A magnetic or smart card / or equivalent device supplied by the Contractor to facilitate transactions for fuel where required.

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Definitions	Description
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 and subsidiaries.
Fleet Area	Eskom Fleet Generation sites
Power Station	Power plant where electricity is generated
Managed Vehicles	Eskom owned vehicles, which must be provided with fuel cards
Allowance Vehicles	Vehicles owned by employees as a business tool which must be maintained
Managed CE	Eskom owned construction equipment, which must be provided with fuel cards

2.5 Disclosure Classification

Controlled Disclosure: Controlled Disclosure to external parties (either enforced by law, or discretionary)

2.6 Abbreviations

Abbreviations	Description
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CE	Construction Equipment
DOA	Delegation of Authority
DoL	Department of Labour
EFT	Electronic File Transfer
KPI	Key Performance Indicator

2.7 Process For Monitoring

Eskom 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 Eskom to, financial risks and/or legal risks.

3. DESCRIPTION OF THE WORKS

3.1 Fleet Card Facility

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

3.2 Fuel Card Management System

3.2.1 Eskom 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 Eskom 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 Eskom 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.

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

- ✓ Licence number
- ✓ Date of registration
- ✓ Make, model and engine capacity.
- ✓ Engine number

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- ✓ 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.

3.2.3 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 the fleet area, on written instruction contained in an agreed form.
- ✓ The card should be according to Eskom design and the following should be reflected on the card:
 1. Company name and logo.
 2. Vehicle registration number.
 3. Vehicle make, model and engine capacity.
 4. Tank capacity in litres.
 5. Expiry date of card.
 6. 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 Eskom and/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.

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3.2.4 FLEET CAR FUNCTIONALITY

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

- ✓ 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.

3.2.5 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.

3.2.6 CARD RENEWALS AND REPLACEMENT

- ✓ Yearly Card Renewals
 - i. Fuel cards should be renewed every 24 (twenty-four) months.
 - ii. New cards should be ready for collection or delivered two (2) months prior to expiry date of the old card.
 - iii. New cards should be sorted according to Eskom Fleet Generation 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.
 - v. Cards that have become unusable due to overuse or any other reason will need to be replaced at the expense of the service provider.
 - vi. All cards, irrespective whether it is new, or a replacement card shall not expire on a date later than the date of the expiry of this contract.
 - vii. Upon replacement of the existing card, the existing card should be deactivated upon request immediately by the service provider.
 - viii. There shall be no charge for the delivery of a new or replacement card.

3.2.7 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 Eskom.
- ✓ 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.

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4. 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 Eskom 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 Eskom for payment within 1 day, 7 days, 14 days, and 21 days. Eskom will reconcile the monthly charges of transactions monthly/ weekly basis and any appropriate adjustments shall be affected in the following month's payment.
- ✓ Eskom 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 Eskom in terms of this contract until payment is received from Eskom.
- ✓ Eskom reserves the right to negotiate the fuel price if fuel prices are deregulated by legislation during the contract period.

5. Solicit Rebates on Behalf of Eskom

The service provider must have standing rebates agreements with SA Oil Companies. The service provider to provide Eskom with reports of rebates received. Any rebate, reconciliation thereof and the collection thereof will need to be done on behalf of Eskom by the service provider and passed to Eskom.

6. REPORTING

The service provider must have facilities of an online portal where all Eskom GX representative will have access to, to be able to view and download reports according to their profile.

It is the responsibility of the service provider to supply accurate reports to Eskom. The reporting structure must be flexible to allow selections according to Eskom configuration requirement. Reports calculation methodology should be provided for all reports.

6.1 Types of Reports in detail:

- ✓ Individual Vehicle Analysis Report: Report monthly, the previous twelve months (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 Eskom and subsidiary's 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 Eskom 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.

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

- ✓ Individual Vehicle Analysis Report
- ✓ Vehicle Performance

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- ✓ 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
- ✓ 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

6.3 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:

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

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.

7. DATA SPECIFICATION

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

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. Eskom 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 Eskom 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.

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8. 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, Eskom will give notice on the first failures, and should this persist Eskom will have the right to cancel the contract.
- ✓ Contract performance review meeting will be held once a quarter.

9. STAKEHOLDER MANAGEMENT

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

10. TRAINING

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

11. AUTHORISATION

This document has been seen and accepted by:

Name	Designation
Mxolisi Ngwenya	Fleet Officer (Arnot)
Joseph Mahlangu	Fleet Officer (Camden)
Silindile Bosieloa	Fleet Officer (Duvha)
Shiyeni Thobela	Fleet Officer (Grootvlei)
Mzamo Jangile	Fleet Officer (Hendrina) Acting
Rhulani Maluleka	Fleet Officer (Kendal) Acting
Anne Strauss	Fleet Officer (Koeberg)
Martin Makhubedu	Fleet Officer (Komati) Acting
Jolanda Janse van Rensburg	Fleet Officer (Kriel) Acting
Kgomotso Mathe	Fleet Officer (Kusile)
Bhekumuzi Mtshweni	Fleet Officer (Lethabo) Acting
Braam Kramer	Fleet Officer (Majuba)
Edwin Dikgale	Fleet Officer (Matimba)
Bheki Shabalala	Fleet Officer (Matla)
Matsela Mnisi	Fleet Officer (Tutuka)

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15 Revisions

Date	Rev.	Compiler	Remarks
October 2024	0	Shiyeni Thobela	Compile the SOW

12. DEVELOPMENT TEAM

The following people were involved in the development of this document:

- Shiyeni Thobela
- Kgomotso Mathe
- Joseph Mahlangu

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