Eskom
Rotek Industries

Scope of Work on the Managed to Driver Camera Project

Eskom Rotek industries and our employees are exposed to great risk due to the large amount of fleet vehicles on the road on a daily basis. We pride ourselves in safety and therefore it is essential that ERI embark on a driver behaviour program in our business.

The proposed driver behaviour program is a hardware (Driver camera) and software solution that must be able to record data that is managed by an independent provider, which will provide feedback in real time, focusing on analysing the data to assist Eskom Rotek Industries with focusing on safety and efficiency of our drivers

The required solution must be event driven and automatically triggered on events. The recording of the events must be used to correct driver behaviour and support the coaching and training needs of ERI. A driver fatigue system (device) should also be part of the solution as an option. The business will also be able to use the footage for incident investigation purposes where possible. Protection of the cargo load is also an important part of the purpose.

The solution should aid in reducing injuries to our drivers by ongoing coaching to improve our driver behaviour and skill. The solution will contribute and reduce claims in damages to our fleet, assets, claims for any costs related to incidents. It also contributes to improving public perception of ERI vehicles, and in general will lead to a culminating activity pertaining to the Logistic Services Division and Fleet within Eskom Rotek Industries.

The successful service provider must supply, fit and provide national support and service to Eskom Rotek Industries for a period of 5 (Five) years.

Requirements

The product must be able to provide a driver camera programme that identifies, prioritises, and helps initiate corrective measures in poor driving behaviours before they lead to a collision. It must also transform the safety (cognitive driver behaviour of the drivers and preventing collisions, fraudulent third party claims and wasted operating expenses. The system must provide the ability for the driver to activate the camera in case of an emergency.

It must be a continuous improvement process to promote excellence in vehicle and driver safety.

The system supplied must be a tool for surveillance that supports driver safety and fatigue and not be a tracking device.

The system must allow for:

- Capturing of audio inside the vehicle and video (Dual view) inside and outside the vehicle through a single device once activated by the driver and/or a triggered event because of unusual motion such as harsh braking, swerving, a collision, an uneven road surface and the tampering of the camera, etc.
- The hardware (driver camera) and software as an application must not be able to be triggered remotely (from an office or system), and should only supply recordings in seconds before and after the identified video footage/event, this includes manually triggered events by the driver and/or impact and/or G-force movement of the vehicle.
- Uploading of the triggered video recordings must be automatically uploaded by the device to the system and then become available, on a Web Base system supported by the service provider’s software.
- This service should include data managed services, recordings and downloaded events that should be reviewed and analysed independently and unbiased.

- The independently and unbiased analyst must identify and report the reason for triggering of the event, the root cause (driver behaviour), by scoring the risk type, and supply detailed information to the end user.
- The reviewed events should be escalated to the end-user via mail and should be available on an online web base system portal through secure access;
- The supplier system should be able to pre-determine vehicle category types and profile the information in a database
- The system should assists with coaching and training methods to be applied based on operational demands and an organisational profiled database (for example off road events identified);
- The system must have the capability to attach a driver fatigue unit to identify possible driver fatigue.
- The system must inform the business when the camera is inactive by means of e-mail to the coach and an indicator light on the device in the vehicle to the driver.
- The Driver Camera's firmware must be able to be upgraded remotely.
- The camera system must carry its own back-up battery that remains active once the vehicle loses its battery power.
- The service provider must have a National footprint to support the devices all around the country.
- Mobile network system must be able to operate outside the borders of South Africa (International roaming)
- The hardware must be attached with strong adhesive to the windscreen of the any vehicle and must not be able to be removed or be able to change the angle of the camera.
- The device must be powered from the vehicle's internal power source and it must not be able to be unplugged by a driver. Only specialized technicians must be able to remove it with a special tool.
- The video footage must be able to be downloaded in 2 different formats. One must be a normal video file supported by Eskom software and the other must be an

encrypted format that can be used in the South African Judiciary system.

- Recorded events should reflect GMT time; date and speed on the video event provided and also provide GPS co-ordinates.
- The system must have the ability to provide frame by frame viewing, select between views and show different views simultaneously.
- Multiple Users must be able to access the information simultaneously if required and a master admin access must be able to manage such users and other set ups.
- Reporting must be able to be viewed at different organisational levels according to the hierarchy structure of the organisation including the ability to create automated scheduled reports
- Device should be able to go into Hibernation mode to safe battery power and when triggered the device should be able to record.
- In an event that a vehicle is in a serious accident the device will be removed by the Eskom Rotek Industries investigators and the supplier must be able to support in downloading and analysing the events directly from the hardware if it was not captured via the system.
- Is the device able to transmit data to a central data capturing point through GSM? Should GSM connection
- Not be available it must store all events on the hardware/camera to be uploaded as soon as a GSM connection become available.

The service provider will be responsible for:

- Provide on-site training to Eskom Rotek Industries as part of the implementation phase to all users and thereafter as and when required. The supplier to make the training material available to Eskom Rotek Industries in order to identify key people to be trained as internal facilitators (train the trainer) as and when required.

- Maintaining an e-learning website available for the use of the current users as refresher courses / training and in support of the internal train-the-trainer process;
- The service provider in conjunction with Fleet Management Services of Eskom Rotek Industries wills co-ordinate the implementation, re-installations and de-installations of equipment as per the agreed Project Plan.
- The service provider will be responsible for the repair and maintenance of defective devices, in conjunction with Fleet Management Services, with a turnaround time of 48 hours after defect was logged. Supplier to replace faulty unit immediately with a loan unit whilst the unit are being repaired
- The service provider must support business during incident investigations and analyse the event data, as and when required by Eskom Rotek Industries;
- The service provider must be able to preserve footage of any event for a minimum period of 6 months.
- The service provider must preserve supporting information for these events for a period of 3 years as per the OHS Act of South Africa.
- The service provider must supply a monthly trend analysis report indicating the effectiveness of the system deriving from all event data.
- The service provider must provide an automated utilisation report as an indication to management that the system is fully utilised.
- The service provider/system must be able to supply information on a separate portal when an event was triggered by a third party driver (mechanic/maintenance of an external company).
- The service provider must be able to supply a software solution that can be used to trace information that was leaked, in order to pinpoint the last responsible person to access the information.

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