

1 BACKGROUND & PURPOSE

The fleet monitoring system refers to the vehicle tracking system that is installed on every University vehicle driving on the public road in South Africa (except for trailer units, golf carts and/or forklifts – which operate within the University campuses). The fleet monitoring system is a crucial necessary service required to create a holistic visibility on the University fleet and able to provide real-time fleet data such as location, utilization, and driver identification and behaviour. The system serves as an essential tool for Transport, Fleet and Logistics Section within the Operations and Facilities Management Department (OFMD), not only to achieve operational efficiency but also to mitigate risks associated with theft, accidents/incidents investigations and/or unauthorised or excessive vehicle usage. The system should be able to integrate to the new technological developments and innovations in the market. The service provision will be required for 36 months. The University two hundred (200) vehicles and all these vehicles needs to have the tracking unit installed on them. The monitoring system will be installed and managed by a service provider, but the University staff will need access to the system for visibility, monitoring, location and reporting purposes.

The monitoring system installed on the University fleet will serve as a monitoring tool that will show the vehicle's location and movements in real time on an ongoing purpose for the duration of the contract. The system must be able to immobilize remotely the vehicle when it has been reported stolen or hijacked. The system must be able to identify the driver driving the University vehicle any given time, and be able to give alerts and driving reports on parameters such as over speeding, fuel consumption, harsh acceleration and excessive idling etc. The service provider will be responsible for ensuring that the monitoring system is live and active all University fleet installed with the tracing system and that any unit that is not tracking or not updating is reported and attended with immediate effect and any faulty unit must be replaced at no cost to the University. The monitoring system must have the capability to pull historical tracking data for all University fleet installed with the unit.

The monitoring system must be accessible on various devices with internet accessibility such as desktops, laptops and/or mobile devices using strict security verifications. Accessibility to the system for the University staff will differ according to their line of responsibility and seniority. The system will be deinstalled and deactivated when with the vehicle is sold or written off. The monitoring system will be required for the University fleet within the borders of South Africa and individual requests will be done for visibility beyond the borders of South Africa on an Adhoc basis. The system needs to have capability to draw University site locations and geofencing for certain locations. The fleet monitoring system must have the capability to recover all trip data even on cases where there was no network coverage on certain areas during the vehicle trip. The system serves as an essential tool for Transport, Fleet and Logistics Section to achieve operational efficiency and to mitigate risks associated with theft, accidents/incidents investigations and/or unauthorised or excessive vehicle usage.

The costs for this service will be funded through the OPEX budget. The provision will be necessary for 36 months, as the system may need to be re-evaluated regarding advancements in technology in future years and changes in operational requirements.

2 DEFINITIONS AND APPLICABLE DOCUMENTS

Term / Acronym	Definition
TCV	Total Contract Value
OPEX	Operational Expenditure
OHS&E	Occupational Health and Safety
POPIA	Protection of Personal Information Act
ICASA	Independent Communications Authority of South Africa

3 THE UNIVERSITY'S OBJECTIVES:

- To better equip transport operations to manage the day-to-day activities and obtain access to critical driver and vehicle information/data.
- Enables management to have access to reporting and valuable data for decision-making purposes.
- The system enables data on driver patterns and vehicle usage to be extracted and be available as when required by fleet operations department.

The success of the system will be measured against:

- ✓ the recovery rate of our vehicles in case of theft
- ✓ driver behaviour reporting and management
- ✓ the reduction in unauthorised vehicle usage
- ✓ Historic data (fleet and driver) retrieval
- ✓ reduced fuel consumption
- ✓ ability to provide real-time fleet/driver notifications
- ✓ ability to have backup in case of poor tracking network coverage

4 SCOPE OF WORK

The fleet monitoring system is essential for tracking, tracing, monitoring, and recovering vehicles in the event of theft or hijacking, as well as for observing driver behaviour. The tracking system must be cloud based and be accessible at any time 24/7 when required. The system must be able to keep and update the university fleet real time data such as milage or location. The reports required out of the system will be locations (planned times vs actual times on scheduled trips), kilometres/milage reports, driver behaviour reports – fuel consumption, over speeding, harsh acceleration, excessive idling etc. The service provider must provide customer support throughout the contract duration and be accessible at any time 24/7 when required. The University staff will require training in the beginning of the contract, and on an ongoing basis on the system and its developments. Emergency telephonic alerts will be

required on case such as when the vehicle has lost tracking, suspected hijacking, etc. The historic data on the system needs to be kept for at least three years. The service provider must comply with all relevant and applicable industry laws and regulations. It will be expected that the service provider will advise and update on the latest technological system developments, improvements and upgrades. The installation of the tracking units needs to happen at the beginning of the contract on all University vehicles. Each vehicle must be equipped with a tracking unit capable of performing at least following functions:

- 4.1 Supply and fitment (installation) of tracking units/devices onto University fleet
- 4.2 Repairs and/or replacements of faulty units
- 4.3 Monitor and report any malfunctions/not updating of the system
- 4.4 Management of the system throughout the contract term
- 4.5 Driver behaviour reporting and rating capabilities (for example excessive speeding, harsh breaking, harsh cornering etc.
- 4.6 Any technological development or advancement of the current unit used on the University fleet must be upgraded accordingly.
- 4.7 Random tests should be conducted on the devices.
- 4.8 Driver identification capabilities (this might be through a personalised driver-tag method.
- 4.9 Fleet data on the system remains the property of the University and cannot be used for any other reasons whatsoever by the service provider, during and beyond the contract period.
- 4.10 The University Fleet Unit will require full access to the system (for tracking, reports, and investigation purposes).
- 4.11 Real-Time Fleet Tracking System with navigation capabilities.
- 4.12 Vehicle App using the Real Time Tracking System.
- 4.13 Geofencing or Zone Management – After Hours/Weekend Usage/Out of Boundary/Workshop, battery disconnect instant Alerts.
- 4.14 24/7 Recovery services – air, ground support services.
- 4.15 Secondary backup monitoring unit.
- 4.16 Other systems integration capabilities.
- 4.17 Deactivation capabilities on request when the vehicles are sold, written-off, traded-in.
- 4.18 Wireless panic button for in case of emergency.
- 4.19 Historic data (fleet and driver) retrieval.
- 4.20 Accident detection/impact/Tacho Data.
- 4.21 Biometrics ignition support/driver tag identification.
- 4.22 Prompt maintenance/repairs of faulty equipment reported.
- 4.23 Automated time logs/journey management capabilities.
- 4.24 24/7 customers support/backup services.
- 4.25 The system must issue alerts when the University fleet goes beyond the borders of South Africa.
- 4.26 Operational Reports, custom made for the University fleet operation.

5 TASK IDENTIFICATION

This is an existing requirement for all university motorised vehicles.

This requirement includes existing services plus enhanced features available through the latest technology development in the fleet industry, e.g., vehicle driver identification, geofencing and driver behaviour reporting.

The fleet monitoring market is well developed, with many competitors and suitable service providers to meet the demand.

6 STANDARDS

- ICASA

7 WARRANTY

- ✓ Device has a minimum of 3-year warranty which commences on start date of fitment.
- ✓ Defective device should be repaired or replaced at no costs to university if occurrence is within 3-year warranty period.
- ✓ Associated costs with warranty repairs to be covered by service provider, such as call out, travel time, labour during the contract period.

8 TRAINING & SKILLS/KNOWLEDGE TRANSFER

- Once the contract has been awarded and the roll out of fitments of devices on all vehicles are completed. The service provider will provide training to Fleet Department staff and all authorised persons on the following areas.
- Provide access to each User.
- Training on fleet monitoring software, how to track a vehicle, historical location data, driver tags, etc.
- This should be face-to-face training on university premises or agreed upon location. in classroom setting.
- Service provider to endeavour to consistently upskill university staff with latest developments in industry and share knowledge.

9 CHANGE MANAGEMENT

- Following the award of contract to new service provider and effective start date. The service provider will together with Wits Fleet Department map out a roll-out plan for the de-installation, disposal, and installation of new device.

- The new service provider will make best efforts to co-ordinate and work together with the outgoing service provider to ensure smooth transition to new system.
- There should be no interruption of service to the university in terms of tracking capabilities during the fitment process.
- A detailed process flow of and support structure from the service provider to be shared with Wits University on standard procedure to acquire related services, such as Call Centre, 24/7 recovery, account manager, etc.

10 CONTRACTUAL MANAGEMENT

- There should be a designated account manager from the service provider to oversee the daily operations, customer complaints and assist the university with any issues they may need help with.
- Regular meetings to be held between parties to keep communication open and manage relationship.
- In cases where expert opinion or testimony is required in disciplinary or court proceedings, the service provider will make available an expert representative from their organisation to provide clarity and explanation of telematics information or reports.

10.1 **The service provider should be able to provide these reports monthly or as agreed by both parties:**

- ✓ Monthly Km Readings
- ✓ After Hours/Weekend/ Out of Boundary usage
- ✓ Vehicles not downloading and all maintenance completed.
- ✓ Driver Scoring Report
- ✓ Over speeding
- ✓ Excessive idling
- ✓ Driver License and Prdp expiry
- ✓ Driver Database Report

10.1.1 **The supplier should provide these reports on request:**

- ✓ Vehicle location Report
- ✓ Driver Behaviour Report, Harsh Braking, Over speeding, etc
- ✓ Accident Tacho Report
- ✓ Journey Management

- ✓ Ad-hoc Reporting requests

11 TIMEFRAMES AND DELIVERABLES

#	Services / Deliverables	Deliverable Due Date	Acceptance Criteria	Review Completion Date
5	Tender Awarded & Started date to be confirmed.	Start Date – End Date (TBC) Target from September 2025	High	Start Date – End Date (TBC) Target from September 2025
	Fleet Database shared with Supplier - To plan retrofit on all vehicles.	01 September 2025	Medium	05 September 2025
	Wits to arrange ex-supplier to remove their devices in conjunction with newly appointed service provider	01 September 2025	Medium	05 September 2025
	Week 1 of removal of old and installation of new unit	08 September 2025	High	14 September 2025
	Week 2 of removal of old and installation of new unit	15 September 2025	High	20 September 2025
	Week 3 of removal of old and installation of new unit	22 September 2025	High	27 September 2025

#	Milestone Date	Event	Completion Criteria
1	Start Date – End Date (TBC) Target from September 2025	Plan to retrofit finalised	Devices in stock, Technicians Available
2	08 September 2025	First week of fitment	Confirmed active on database
3	29 September 2025	Completion of fitment	All vehicles have new devices

#	Task / Phase	Services / Deliverable	Milestone Start date	Milestone End date	Payment Milestone Amount Ex VAT	Penalty Applied For Late Delivery, Per Day
1	Phase 1	Live tracking and vehicle reporting/ Driver Tags	29 September 2025	10 October 2025		
2	Phase 2	Geo-fencing & Zone management	06 October 2025	10 October 2025		
3	Phase 3	Inspection Tools	06 October 2025	10 October 2025		

12 ACCEPTANCE, ACCEPTANCE CRITERIA & ACCEPTANCE TESTING

Deliverable (with detailed description criteria) (*this defines the Deliverable to be provided)	Critical (yes / no) (*this designates whether a Deliverable is a Critical Deliverable or not)	RASCI Accountability	Milestones	Due Date (Aligned to the Project Plan)	Acceptance Criteria and Acceptance Testing Procedure
Live tracking and vehicle reporting/Tags	Yes	Service Provider			

Geo-fencing & Zone management	Yes	Service Provider			
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12.1 The successful service provider's services under this Agreement will be considered accepted by the University when:

12.1.1 The services and/or deliverables provided by the successful service provider are fit for purpose (please refer to the above table).

12.1.2 All services and/or services have been formally accepted in writing and signed off by the University.

13 SUPPORT AND MAINTENANCE

13.1 Maintenance and operations requirements:

13.1.1 Software upgrades, when applicable

13.1.2 Maintenance on faulty devices

13.1.3 24/7 Response and Recovery Centre

13.1.4 Account Manager

13.2 Unscheduled or Schedule Maintenance.

13.3 The service provider will provide a designated contact number for the University to log a call on for any unscheduled maintenance and faulty devices. Service provider to dispatch technician on-site to attend to repairs.

13.4 Service provider to provide weekly updates to Wits fleet division of any vehicle device not downloading or requiring maintenance, Wits Fleet to identify and confirm vehicle repairs. These repairs to be scheduled for maintenance to be done on-site.

14 SERVICE LEVELS

14.1 In cases of scheduled or unscheduled device maintenance, service provider to:

14.1.1 Confirm technician within 12 hours of receiving request.

14.1.2 Technician to be on-site to attend to maintenance within 24 hours.

14.2 Apart from monthly reports, any ad-hoc reporting request for data or information which is of a reasonable nature should be provided by service provider within a maximum of 72 hours.